

**SECTION 6**  
**TECHNICAL REQUIREMENTS**

**ADDENDUM 2**

Table of Contents

<b>6.1</b>	<b>INTRODUCTION .....</b>	<b>1</b>
6.1.1	OVERVIEW .....	1
6.1.1.1	Configuration Pricing .....	1
6.1.1.2	Reporting Requirements.....	1
6.1.2	DESIGNATION OF REQUIREMENTS .....	1
6.1.2.1	Mandatory Requirements .....	2
6.1.2.2	Desirable Requirements .....	2
6.1.2.3	Unsolicited Equipment, Services or Features .....	2
6.1.3	BIDDER RESPONSE FORMAT.....	3
<b>6.2</b>	<b>GENERAL SYSTEM REQUIREMENTS.....</b>	<b>4</b>
6.2.1	STANDARDS.....	4
6.2.1.1	Federal Standards (M).....	4
6.2.1.2	National Emergency Number Association (NENA) and Industry Standards (M).....	5
6.2.1.3	NENA Standards for NG9-1-1 (M) .....	6
6.2.1.4	Audio Quality (M).....	6
6.2.1.5	Acoustic Noise (M) .....	6
6.2.1.6	Crosstalk (M).....	7
6.2.2	SYSTEM PHYSICAL REQUIREMENTS .....	8
6.2.2.1	Commonly Available Components (M).....	8
6.2.2.2	Electrical Requirements (M) .....	8
6.2.2.3	Uninterruptible Power Supply (UPS) (M) .....	10
6.2.2.4	Multiple Lines/Workstation Requirement (M) .....	11
6.2.3	INTELLIGENT WORKSTATION (IWS) PHYSICAL REQUIREMENTS.....	11
6.2.3.1	User Volume Controls (M) .....	11
6.2.3.2	Keyboard (M).....	12
6.2.3.3	Mouse (M) .....	12
6.2.3.4	Keyboard Arbitrator (M) .....	12
6.2.3.5	Monitor (M) .....	12
6.2.4	INTERCONNECTIVITY.....	13

6.2.4.1	System Connections (M)	13
6.2.4.2	Wireless Connections (M)	14
6.2.4.3	Local Exchange Carrier (LEC) Network Connections (M)	14
6.2.4.4	Cabling (M)	14
6.2.4.5	Interface to Existing Equipment (M)	15
6.2.4.6	Remote Data Transfer Interface (M)	16
6.2.4.7	Additional LCD Monitor Interface (M)	16
6.2.4.8	Trunk and Line Interfaces (M)	16
6.2.4.9	Logging Recorder Interface (M)	17
6.2.4.10	Local Maintenance Terminal Interface (M)	17
6.2.5	SECURITY (M)	18
<b>6.3</b>	<b>FEATURES AND FUNCTIONALITY</b>	<b>19</b>
6.3.1	SYSTEM FEATURES	19
6.3.1.1	ALI Controller (M)	19
6.3.1.2	ANI/ALI Display (M)	20
6.3.1.3	Dynamic ANI/ALI Output (M)	21
6.3.1.4	ALI Error Reporting (M)	22
6.3.1.5	Abandoned Call Detail (M)	22
6.3.1.6	Internal Time Synchronization (M)	23
6.3.1.7	External Source Time Synchronization (M)	23
6.3.1.8	Caller I.D. (M)	23
6.3.1.9	Wireless ALI – FCC 94-102 – Phase I and Phase II (M)	24
6.3.1.10	Voice over Internet Protocol (VoIP) Capability (M)	24
6.3.1.11	Complete Call Progress Detection (M)	24
6.3.2	CALL AND SYSTEM DETAIL RECORDS	25
6.3.2.1	Call Detail Record (CDR) Format (M)	25
6.3.2.2	Remote CDR Collection Service (M)	25
6.3.2.3	System Detail Records (M)	26
6.3.3	SYSTEM FUNCTIONALITY	27
6.3.3.1	Flash Transfer (M)	27
6.3.3.2	Conferencing (M)	27
6.3.3.3	Distinctive Ringing (M)	27
6.3.3.4	Call Queuing (M)	28
6.3.3.5	Last Stored Number Redial (M)	28
6.3.3.6	Abandoned Call Redial (M)	28
6.3.3.7	Automatic Callback (M)	29
6.3.3.8	Pre-Arrival ALI (M)	29
6.3.3.9	Incoming Call Display (M)	29
6.3.3.10	Speed Dial (M)	29
6.3.3.11	Voice Transfer (M)	30
6.3.3.12	Ring Volume (M)	30
6.3.3.13	Transmit Mute (M)	30
6.3.3.14	Release (M)	31
6.3.3.15	Radio System Interface (M)	31
6.3.3.16	Integrated Voice Recording (Instant Recall Recorder) (M)	31

6.3.3.17	Telecommunications Device for the Deaf (TDD/TTY) (M)	32
6.3.4	AUTOMATIC CALL DISTRIBUTION (ACD) (M)	33
6.3.4.1	ACD Queuing (M)	33
6.3.4.2	ACD Ready/Not Ready (M)	34
6.3.4.3	ACD Ringing (M)	34
6.3.4.4	ACD Hold (M)	35
6.3.4.5	ACD Overflow (M)	35
6.3.4.6	ACD Announcements (M)	36
6.3.4.7	ACD Trunk or Line Access (M)	36
6.3.4.8	ACD Login (M)	36
6.3.4.9	TDD/TTY Considerations in ACD Environment (M)	37
6.3.5	LOGGING RECORDERS (M)	37
6.3.6	MANAGEMENT INFORMATION SYSTEM (M)	38
6.3.7	INTEROPERABILITY WITH GEOGRAPHIC INFORMATION SYSTEMS (GIS) (M)	38
6.3.8	TELEPHONE FUNCTIONALITY (M)	39
<b>6.4</b>	<b>MPA PERFORMANCE</b>	<b>40</b>
6.4.1	CONTRACT ADMINISTRATION	40
6.4.1.1	Use of Equipment and Basis for Payment (M)	40
6.4.1.2	Use of Software and Basis for Payment (M)	40
6.4.1.3	Title to Equipment (M)	40
6.4.1.4	Invoice Format (M)	41
6.4.1.5	Invoices and Payments (M)	42
6.4.1.6	Back Billing (M)	42
6.4.1.7	Subcontractors (M)	43
6.4.1.8	News Releases (M)	43
6.4.2	ORDERING PROCESS	43
6.4.2.1	Contractor's Statement of Work (M)	44
6.4.2.2	Installation Date (M)	44
6.4.2.3	Order Confirmation Procedures (M)	45
6.4.2.4	Need for Equipment Due to Emergency (M)	45
6.4.3	INSTALLATION AND DELIVERY	45
6.4.3.1	Certification of Facility Readiness (M)	46
6.4.3.2	Certification of Equipment Readiness (M)	47
6.4.3.3	Certification of Equipment Installed by the PSAP (M)	47
6.4.3.4	Continuing Operation During Installation (M)	48
6.4.3.5	Software (Other than Operating System Software) (M)	48
6.4.3.6	Relocation (M)	49
6.4.3.7	Moves, Adds and Changes (MACs) (M)	50
6.4.3.8	Documentation (M)	51
6.4.3.9	Transportation (M)	51

6.4.3.10	Packing and Unpacking (M)	52
6.4.3.11	Risk of Loss or Damage (M)	52
6.4.3.12	Restricted Delivery Hours (M)	53
6.4.4	ACCEPTANCE	53
6.4.4.1	Acceptance Testing Criteria (M)	53
6.4.4.2	System Acceptance Testing (M)	55
6.4.4.3	Acceptance Testing for Software (other than Operating System Software) (M)	57
6.4.4.4	Requirement Removed	57
6.4.4.5	System Replacement and MPA Termination (M-O)	57
6.4.5	PROJECT MANAGEMENT (M)	58
6.4.6	TRAINING (M)	58
6.4.6.1	Training Plan (M)	59
6.4.6.2	Training on New or Substitute Equipment (M)	60
6.4.7	TROUBLE TICKET LOG	61
6.4.8	WARRANTY	61
6.4.9	MAINTENANCE	63
6.4.9.1	General (M)	63
6.4.9.2	Maintenance Coverage (M)	63
6.4.9.3	Software Support (M)	64
6.4.9.4	Exclusions (M)	64
6.4.9.5	Responsibilities of the Contractor (M)	65
6.4.9.6	Labor Classifications (M)	65
6.4.9.7	Major Failure, Minor Failure, and Quality of Service Failure Definitions (M)	67
6.4.9.8	Remedial Maintenance (M)	67
6.4.9.9	Remote Maintenance (M)	68
6.4.9.10	Requirement Removed	68
6.4.9.11	Equipment Replacement (M)	69
6.4.9.12	Telephone Line Repairs (M)	69
6.4.9.13	Requirement Removed	69
6.4.9.14	Responsibilities of the PSAP (M)	70
6.4.9.15	Maintenance Charges (M)	70
6.4.9.16	Engineering Changes (M)	71
6.4.9.17	Alterations and Attachments (M)	71
6.4.9.18	Replacement Parts (M)	72
6.4.10	CONTRACTORS' REPORTING REQUIREMENTS	72
6.4.10.1	Contractor's Monthly Activity Report (M)	72
6.4.10.2	Contractor's Monthly Service Level Agreement Compliance Report (M)	73
6.4.11	SERVICE LEVEL AGREEMENTS (SLAs)	74
6.4.11.1	Intent of the Service Level Agreements (M)	74

6.4.11.2	Technical Service Level Agreements (M)	75
6.4.11.3	Administrative Service Level Agreements (M)	80
6.4.11.4	Stop Clock Conditions (M)	80
6.4.12	DISPUTE RESOLUTION PROCESS	82
<b>6.5</b>	<b>BASIC TURNKEY CONFIGURATIONS</b>	<b>83</b>
6.5.1	BASIC TURNKEY CONFIGURATION COMPONENTS (M)	83
6.5.1.1	Intelligent Workstation	83
6.5.1.2	System Requirements	84
6.5.1.3	Basic Turnkey Configuration Warranty (M)	85
6.5.1.4	Contract Performance Requirements (M)	85
<b>6.6</b>	<b>HOSTED CONFIGURATIONS (D)</b>	<b>86</b>
6.6.1	HOSTED CONFIGURATION DESCRIPTION (D)	86
6.6.2	HOSTED CONFIGURATION MINIMUM REQUIREMENTS (D)	87
6.6.2.1	Time Synchronization	87
6.6.2.2	LAN and WAN Connections	87
6.6.2.3	Call Routing in the Event of a Network Failure	88
6.6.2.4	Receiving Calls with Location Information	88
6.6.2.5	Firewalls	88
6.6.2.6	Remote Logon	88
6.6.2.7	Call Detail Records	89
6.6.2.8	Call Overflow	89
6.6.2.9	Trunk Side Recording	89
6.6.2.10	Configuration Capacities	90
<b>6.7</b>	<b>UNSOLICITED 9-1-1 CALL TAKING SOLUTIONS IN A NG911 ENVIRONMENT (D)</b>	<b>90</b>
	<b>EXHIBIT 6-A REQUIRED CDR ELEMENTS</b>	<b>91</b>
	<b>EXHIBIT 6-B SAMPLE STATEMENT OF WORK FORMAT</b>	<b>92</b>
	<b>EXHIBIT 6-C SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST</b>	<b>95</b>
	<b>EXHIBIT 6-D CONTRACTOR'S MONTHLY ACTIVITY REPORT</b>	<b>99</b>
	<b>EXHIBIT 6-E CONTRACTOR'S MONTHLY SERVICE LEVEL AGREEMENT COMPLIANCE REPORT</b>	<b>100</b>

## **SECTION 6**

### **TECHNICAL REQUIREMENTS**

#### **6.1 INTRODUCTION**

This section contains the detailed requirements pertaining to the work to be performed under the resulting Multiple Purchase Agreement (hereinafter known as the “MPA”).

The State has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The State will not tailor these needs to fit a solution a Bidder may have available; rather, the Bidder shall propose to meet the State’s needs as defined in this RFP.

Each Bidder must submit separate proposals for each manufacturer of call taking solutions the Bidder is proposing. Each Bidder must submit separate proposals for each manufacturer of call taking solutions the Bidder is proposing.

##### **6.1.1 OVERVIEW**

This RFP will result in the award of an MPA to multiple Contractors. Public Safety Answering Points (PSAPs) will use the MPA to purchase goods and services with SETNA funding as authorized and approved by the CA 9-1-1 Division.

###### **6.1.1.1 Configuration Pricing**

Bidders will provide pricing in Section 7 (Cost Proposal) for the Basic Turnkey Configurations set forth in Section 6.5 for configurations with one call taking position to sixteen (16) call taking positions. Pricing for additional goods and services to satisfy the PSAPs’ requirements will be addressed on an item-by-item basis.

###### **6.1.1.2 Reporting Requirements**

Contractors shall provide monthly reports of all transactions made under this MPA as described in Section 6.4.10, Contractors’ Reporting Requirements in order to remain active on this MPA.

##### **6.1.2 DESIGNATION OF REQUIREMENTS**

All requirements described in this Section 6 (Technical Requirements) are classified as “Mandatory” or “Desirable”.

#### 6.1.2.1 Mandatory Requirements

Mandatory Requirements are designated with an “(M)” in the requirement title. All Mandatory Requirements will be included in the MPA as available for purchase by the PSAPs. Requirements that are designated as “Mandatory” describe equipment, services or features that the Bidders must offer to be compliant with this RFP. All requirements not specifically identified as “Desirable” (D) are considered “Mandatory”. If no price is submitted for a Mandatory Requirement, it shall be offered at no cost.

#### 6.1.2.2 Desirable Requirements

Desirable Requirements are designated with a “(D)” in the requirement title. Requirements that are designated as “Desirable” describe equipment, services or features that the Bidders may offer. Bidders are required to provide supporting Service Level Agreements (SLAs) for all Desirable items. Bidders are not required to offer Desirable equipment, services or features in order to be compliant with the requirements of this RFP.

If a Desirable item is offered and found by the State to be compliant with the Desirable Requirement’s specification, it shall be at the State’s option whether or not to include the offered item in the MPA and to determine when or whether to make the offered item available to PSAPs. If a Desirable item is included in the MPA it shall be at the PSAPs’ option whether or not to order the item, except that some Desirable orders also require approval from the CA 9-1-1 Division.

#### 6.1.2.3 Unsolicited Equipment, Services or Features

Bidders may offer additional unsolicited equipment, services or features that provide enhancement to the Mandatory (M) requirements identified in this RFP. All unsolicited items must be subordinate to the Basic Configuration or Hosted Configuration provided in your Cost Data. General references to catalogs or extensive parts listings will not be accepted.

Unsolicited items must be individually identified, and include price and supporting Service Level Agreements (SLA). If no prices are submitted for an offered unsolicited item, it shall be provided at no cost.

For each offered unsolicited item, the State will decide at its sole discretion if the item will be included in the MPA, and when or whether the item will be made available to PSAPs under the MPA. Purchases of unsolicited items that are included in the MPA will require CA 9 1 1 Division approval.

Unsolicited items have no impact on proposal scoring.

### 6.1.3 BIDDER RESPONSE FORMAT

Bidders' responses to the requirements in this section are required as part of the proposal. (See Section 8, Exhibit 8-A for correct placement of this response item.) Bidders must provide a response to each requirement. After each requirement, Bidders must respond in the following format:

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

*Description:*

Bidders shall check either "Yes" or "No" in response to the question "Bidder understands and agrees to meet or exceed all of the Requirements as stated above?"

"Yes" indicates that the Bidder understands the Requirement as stated in the RFP and shall comply with the Requirement.

"No" indicates that the Bidder either does not understand the Requirement and therefore cannot assure its compliance, or does understand the Requirement but does not plan to comply with it.

**Note: A "No" response to a Mandatory Requirement in the Final Proposal will disqualify the Bidder from award.**

All Bidders must provide a response to every Mandatory Requirement. Failure to respond to a Mandatory Requirement in their Final Proposal may be cause for rejection of the Bidder's Final Proposal.

If the Bidder wishes to reference explanatory material (i.e., expanded narrative description, technical literature, examples of reports, etc.) in support of its response to the Requirement, the Bidder shall indicate the document's title immediately after "document", followed by the location of the document in the Bidder's Proposal (such as "Volume 4, tab 3"), the specific page number(s), and if appropriate the specific paragraph number(s) or other indicators that will lead the evaluation team to easily find and substantiate compliance with the Requirement.

**When a description or an example is requested for a requirement,** Bidders may use the "Description" area to provide additional information, charts, diagrams, and/or product or program description in support of their plans to meet the Requirement, including an explanation of how the Bidder will meet the Requirement.

An electronic version of this Section 6 in Microsoft Word format will be provided to all participating Bidders of record. Bidders may not change any of the State's Requirements, including correction of what the Bidder may perceive to be errors. If a Bidder believes it has identified an error in the RFP, the Bidder must promptly notify the State's Procurement Official listed in RFP Section 1.3. If any differences are found between the RFP requirements as issued by the State in paper or electronic format and the Requirements as returned in the Bidder's response, the requirements as issued by the State shall prevail, whether identified by the State at the time of evaluation and award or not. Material deviations to the Requirements, as determined by the State, that are made by the Bidder, except as specifically allowed for Desirable or unsolicited items, may result in disqualification of the Bidder.

## **6.2 GENERAL SYSTEM REQUIREMENTS**

For general system requirements described in this section, Bidders may detail the capabilities of the proposed system to meet or exceed the specification. If more than one solution is offered, Bidders must confirm in the description area of their responses that all system configurations meet the system requirements. Bidders must document to the State's satisfaction that the proposed system's functionality provides the mandatory features in such a manner that the abilities of the call taker to perform their job is not degraded in their responses to the following sections:

- Section 6.2.1.2 (NENA and Industry Standards)
- Section 6.2.2.1 (Commonly Available Components)
- Section 6.2.2.4 (Multiple Lines/Workstation Requirement)
- Section 6.3.2.1 (Call Detail Record Format)
- Section 6.4.3.4 (Continuing Operation During Installation Requirements)
- Section 6.4.9.9 (Remote Maintenance)
- Section 6.6.2.10 (Configuration Capacities)

### **6.2.1 STANDARDS**

#### **6.2.1.1 Federal Standards (M)**

The 9-1-1 systems provided through this MPA shall meet or exceed the requirements contained in the Federal Communications Commission (FCC) Rules and Regulations (47 CFR) and any other applicable part of the FCC Rules and Regulations including FCC Wireless E9-1-1, 94-102 and addendums.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above?*  
Yes\_\_\_\_No\_\_\_\_

6.2.1.2 National Emergency Number Association (NENA) and Industry Standards (M)

Bidders proposed solutions must meet the National Emergency Number Association (NENA) and industry standards listed below. With the exception of NENA Standards for NG9-1-1, the standards shall be the latest version available on the date this MPA is awarded. Bidders proposed systems shall be in compliance with the following:

- NENA Generic Standards for E9-1-1 PSAP Equipment, Technical Reference NENA 04-001, Issue 2, dated March 2001.
- NENA 04-201, E9-1-1 PSAP Equipment
- NENA Recommended PSAP Master Clock Standard, NENA 04-002, Issue 3, May 17, 2000
- NENA IP Capable PSAP Features and Capabilities, NENA 58-501 June, 2004 Draft.
- NENA-02-010, Version 8.2 NENA Standard Data Formats for ALI Data Exchange & GIS Mapping including NENA Data Exchange Format Version 4 (XML tagged data)
- NENA Interface to IP Capable PSAP 08-501
- NENA VoIP I1, I2, I3.
- NENA Functional and Interface Standards for NG9-1-1 (i3), NENA 08-002
- ATIS J-Std-036A and addendums

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_No\_\_\_\_*

#### 6.2.1.3 NENA Standards for NG9-1-1 (M)

NENA is currently developing standards that specifically address Next Generation 9-1-1 CPE requirements. Bidders must commit to provide software, equipment and/or services that meet, or are capable of meeting, and/or that will meet NENA NG9-1-1 requirements and standards now available, or as they become available in the future no more than six months after formal publications of the standard by NENA and State adoption. Within sixty (60) calendar days following publication of NENA NG9-1-1 standards, Contractor shall provide the State with an implementation plan that will describe the process and timeline that the Contractor intends to follow to upgrade equipment and/or services provided under this MPA to meet the NG9-1-1 standard.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.1.4 Audio Quality (M)

Audio quality shall not be degraded by various compression methods within the 9-1-1 system. The mean opinion score (MOS) representing the end user perception shall be the same, or better, at the output compared to the input. The audio quality shall not degrade when a call taker transfers a call or conferences in a third party or when interconnected to other PSAP equipment. The audio quality of the Contractor's equipment shall meet the following International Telecommunications Union (ITU) recommended standards:

- ITU-T P.862 – Perceptual Evaluation of Speech Quality
- ITU-T G.131 – Talker Echo
- ITU-T G.711 – Pulse Code Modulation (PCM) of Voice Frequencies

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.1.5 Acoustic Noise (M)

The acoustic noise generated by the power supplies, hard disks, fans, or other components mounted within the PSAP dispatching area shall not exceed 40dB SPL measured three (3) feet from the source in any direction.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.2.1.6 Crosstalk (M)

The proposed system shall limit crosstalk to the following parameters:

- Isolation between primary or monitor speaker circuits and a transmit line shall be greater than 70 dB.
- Isolation between any two 9-1-1 call taking positions shall be greater than 70 dB.
- Isolation between any two transmit or receive lines shall be greater than 70 dB.
- Crosstalk between audio channels or between different audio devices shall not exceed -70 db at 1kHz when compared to normal operating or listening level.
- Frequency response: + or – 3 db, 30 hz to 15,000 hz
- Total Harmonic Distortion: 0.01% full scale output at 1 kHz
- Hum and Noise: Not to exceed -90 db when measured at the operator's headset or speaker and compared to normal operating level.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

## 6.2.2 SYSTEM PHYSICAL REQUIREMENTS

### 6.2.2.1 Commonly Available Components (M)

The CA 9-1-1 Division recognizes the uniqueness of core components in the 9-1-1 call taking equipment. However, the CA 9-1-1 Division expects the successful Bidders to utilize industry standard (commercially and commonly available) components for such items as telephone handsets, telephone cords, headsets, headset cords, headset interface boxes, computer keyboards, computers, printers and non-9-1-1 software. Contractor shall test any third party accessories that the PSAP desires to use (like headsets and non 9-1-1 software) to make sure they are compatible with the Contractor's CPE.

After initial purchase from a Contractor, all commonly available components may be replaced at the risk and discretion of the PSAP. With the written consent of the Contractor, such consent not to be unreasonably withheld, the PSAP may replace commonly available components that meet or exceed the manufacturer's specification. If certification or testing is required, the Contractor shall provide a price to the PSAP before proceeding with such certification process or testing. Such replacements of Contractor's equipment will be at the PSAP's expense, and shall be allowed by the Contractor if, in the Contractor's opinion, no safety hazard or system degradation of Contractor's remaining equipment or software is caused by such replacements. Maintenance agreements for replaced items may be separate from the maintenance for all Contractor provided equipment. Disputes regarding the use of commonly available components shall be resolved in accordance with Section 6.4.12, Dispute Resolution Process.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.2.2.2 Electrical Requirements (M)

The 9-1-1 system and all integrated components shall be designed to operate from a 120±6 VAC, 60±3 Hz, single-phase power source. If the Contractor's system operates on any other power source rating, the Contractor shall be responsible for any additional costs to the PSAP to accommodate other power source ratings. 9-1-1 system power supplies shall withstand a minimum 20ms of AC electrical mains disruption with less than 5% variation in output voltage.

Each component requiring 120VAC power shall be equipped with three-wire grounded primary power input cords terminated with three-pin AC caps.

Each call taker position, rack, cabinet or sub-system shall contain a readily accessible AC power On/Off switch.

All 9-1-1 CPE circuitry shall be protected against damage from electrical overloads and primary power voltage surges by fuses and/or other current limiting devices selected to assure fast and positive protective action.

All power supplies associated with the common electronics shall have redundancy and shall automatically switch to the redundant power supply when the primary power supply fails. Each power supply shall be designed to operate over an ambient temperature range of 0 to 60°C. All power supplies shall have output over-voltage protective circuitry that will automatically shut down in the event of an electrical overload or other negative electrical event.

Contractors shall provide the minimum grounding requirements for their equipment to the PSAP as part of the pre-installation checklist as described in Section 6.4.3.1, Certification of Facility Readiness.

Each call taking position and each separate rack or cabinet which is a part of the 9-1-1 system shall have a defined ground point. All components of call processing system shall be connected to a common ground system.

Whenever applicable, the Contractor shall ensure that the common ground of the 9-1-1 system is connected to any master ground system utilized by other technical systems and components within the building or at the PSAP location. This includes, but is not limited to, equipment racks, radio equipment, microwave equipment, and computer aided dispatch equipment.

Contractor shall test and certify that the 9-1-1 system ground is electrically equivalent to the master ground and that there is no voltage potential between the ground used by the 9-1-1 equipment and other technical equipment located at the premise. Upon notification by the PSAP or the CA 9-1-1 Division that there is a grounding issue concerning the 9-1-1 equipment at any PSAP, the vendor shall repair or remedy the ground issue at no charge to the PSAP or State of California, including costs associated with working with other entities for a common ground solution.

In the event the building ground does not perform in compliance with the National Electrical Code (NEC), the repair of the building ground is the responsibility of the PSAP.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.2.2.3 Uninterruptible Power Supply (UPS) (M)

Contractor shall provide each 9-1-1 system, including each major system component (workstations, servers, routers) adequate power failure backup systems and power conditioning systems to ensure that failures, spikes, and brownouts from any source do not damage or shutdown any components of the 9-1-1 system. The UPS is not intended to maintain power to the equipment for extended periods of time. The UPS provides power during the interval between when commercial power fails and the PSAP's own emergency power is on-line. Contractor shall provide all 9-1-1 CPE with uninterruptible power for a minimum of fifteen (15) minutes. Reference NENA 04-001, Section 6.

UPS operation testing shall be included in the Contractor's Statement of Work, preventive maintenance plan. UPS equipment shall be replaced whenever the preventive maintenance testing proves that the UPS is not able to provide the CPE with uninterruptible power for a minimum of fifteen (15) minutes.

Since battery UPS systems degrade over time, the Contractor shall not reuse an existing UPS. The UPS (if battery based) supplied during installation shall have a manufacture date within six months of the installation date.

Two UPSs shall be provided that are capable of maintaining the backroom ANI/ALI server and ancillary equipment for fifteen (15) minutes under normal load conditions, one being the backup to the other. Each UPS shall condition the power to prevent harmful power spikes and brownouts from damaging the backroom and call taker position equipment.

Contractor shall provide a UPS for each Call Taker position capable of maintaining the equipment operational for fifteen (15) minutes under normal load conditions, either at each position or in the backroom sized appropriately for all positions.

The call taker UPS shall condition the power to prevent harmful power spikes and brownouts from damaging the equipment. UPS equipment shall not be provisioned in any "series" electrical arrangement (where one UPS plugs into other UPS equipment in the power chain).

By mutual written agreement and where superior technical operation can be supported, the requirement to provide individual UPS equipment support may be superseded when the PSAP facility is supported by a robust building-wide operational UPS system that fully supports the operational floor and common backroom technical equipment. Such installations shall be maintained by the PSAP and the CPE Contractor shall not be responsible for the UPS. All such arrangements shall be approved in writing by CA 9-1-1 Division in advance of operational use and as part of the written agreement between the PSAP and the Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.2.2.4 Multiple Lines/Workstation Requirement (M)

**Bidders shall detail the expansion capabilities of the system for additional telephone lines and stations.** The design shall be modular to allow for future expansion beyond present requirements.

The proposed system shall be capable of connection to a minimum of one (1) Centralized Automatic Message Accounting (CAMA) trunk for each workstation.

The proposed system shall be capable of connection to a minimum of two (2) 1MB or Centrex trunks for each workstation.

The proposed system shall be capable of connection to a minimum of four (4) or more ring-down trunks, such as those to answer a front door intercom or a dedicated voice connection to remote locations.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**Description of the expansion capabilities of the proposed system for additional telephone lines and stations:**

6.2.3 INTELLIGENT WORKSTATION (IWS) PHYSICAL REQUIREMENTS

6.2.3.1 User Volume Controls (M)

User accessible volume controls shall be continuously variable from 0 to 110 db at each operator's position.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.2.3.2 Keyboard (M)**

The keyboard shall be an industry standard enhanced 101-key type, or equivalent, equipment with a 12 foot cord with a USB connector.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.2.3.3 Mouse (M)**

The mouse associated with each workstation shall be an "industry standard, commercial grade" two-button type optical mouse with a scroll wheel, or equivalent, and supported by a USB connection interface, and operable on a desktop without an associated mouse pad. The mouse cord shall be at least 12 feet long.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.2.3.4 Keyboard Arbitrator (M)**

Keyboard arbitrators shall be provided for all workstations that provide for the sharing of one keyboard that may serve the 9-1-1 system with co-located computer aided dispatch system(s), radio system(s) and/or similar equipment.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.2.3.5 Monitor (M)**

Monitors provided by the Contractor shall meet the following minimum requirements:

- a. Viewable 19" diagonal LCD
- b. Viewing angle: minimum 160 degrees (horizontal and vertical)

- c. Native resolution: minimum 1280x1024
- d. Response: 12ms
- e. Contrast: minimum 500:1
- f. Brightness: 300 nits
- g. Color Depth: 16.7M (24 bit colors)
- h. Height and pivot adjustments
- i. Anti-glare/anti-static screen
- j. MPR-II Compliant to insure low monitor emission levels
- k. Energy Star certified to reduce power consumption during inactive periods

Bidders are required to offer individual pricing for 21" and 24" monitors in Exhibit 7-B, Itemized Price List, that meet or exceed all of the specifications above.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4 INTERCONNECTIVITY

##### 6.2.4.1 System Connections (M)

Without prior written authorization by the CA 9-1-1 Division, no 9-1-1 system shall be specified or installed at any PSAP by any vendor that allows access to the emergency call taking equipment from any device that connects to the public Internet, or which allows transmission to such call taking equipment in such a way that data files that could be saved from devices that connect to the public Internet can be received by the emergency call taking equipment. Additionally, no 9-1-1 system installed at any PSAP shall be connected to the public Internet in any way by any equipment vendor for any reason. Specifically prohibited connections under this section include, but are not limited to, thumb-drive system access at any workstation or other access point by other than authorized technical personnel, and connections to the public Internet to allow maintenance personnel to remotely access the equipment for any purpose.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.2 Wireless Connections (M)

The CA 9-1-1 Division does not recommend the deployment of wireless equipment in PSAP locations but realizes that operational decisions made locally may prevail in certain applications.

In no instance shall wireless devices that support headsets, printers, computers, or other equipment be provided by the Contractor when degradation of any interconnected system would result in cases where security issues can be demonstrated. Any troubleshooting of any wireless equipment that may be installed by a Contractor shall be subject to agreements made between the PSAP and the vendor, and billed directly to the PSAP on a non-reimbursable basis by the State.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.3 Local Exchange Carrier (LEC) Network Connections (M)

Contractors installing 9-1-1 systems will be required to connect to ALI databases of all the Local Exchange Carriers (LECs). When installing 9-1-1 systems, it shall be the responsibility of each Contractor to contact the LEC to obtain specific connection requirements.

Automatic Location Identifier (ALI) Database Connection – Contractors will connect their equipment to a LEC supplied router to request data from the ALI database.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.4 Cabling (M)

Cabling for the proposed system shall be installed by the Contractor, or a subcontractor, that holds a current C-7 license (Low Voltage Systems). All cable and wiring will be installed according to the manufacturer's specification to enable equipment to operate as intended with no interference to any other PSAP system. All building and electrical codes applicable to telephone and electrical wiring at the PSAP location shall meet compliance standards.

All cabling shall be installed in a safe, neat and professional manner with only new cable. Aesthetic cable management treatment shall be provided for all exposed equipment cables that are visible in the PSAP. Cabling should be run in conduit or cable trays, including through ceilings. Cabling shall be run in conduit within walls, and within conduit or cable management hardware on runs where interior access is not available. Cabling installed under work surfaces, in modular console systems, or similar shall be run in provided wiring channels, with secured wire looms, or cable management hardware. Cables shall be labeled with a unique identifier at both ends of the cable. Jacks and keystone jacks shall be marked with unique identifiers. Connectors shall be secured to their termination points by appropriate screws, cable ties, Velcro, or other fastening material.

Any and all cabling that existed to support former systems that are being replaced shall be removed as part of the new installation. This includes cabling under floors, in ceilings, inside wall conduits and in equipment support rooms inclusive of backboards.

All cabling shall be installed in a tidy and efficient manner so as to save as much floor and backboard space in applicable areas for later equipment installations.

Each PSAP will be responsible for facility modifications such as installation of plywood at the demarcation point, installation of conduit and installation of electrical circuits necessary to install a new 9-1-1 system.

For the purposes of the Cost Tables in Section 7 (Cost Proposal), Bidders shall include sufficient cabling and repeaters to allow all operator positions to connect to the common electronics at a maximum distance of 500 feet.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.5 Interface to Existing Equipment (M)

All equipment provided by the Contractor shall be capable of seamlessly interfacing to standard radio, logging recorder, computer-aided dispatch and GIS systems available on the market.

Contractor shall permit the use of standard interfaces to 9-1-1 CPE. Any additional software the PSAP needs to incorporate for interagency communications shall not void warranties, contingent upon compatibility and security. Equipment throughout the 9-1-1 CPE system shall support emergency voice, text and video messaging directly from an IP network and from the public switched telephone network (PSTN), including the delivery of accurate caller location information.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.2.4.6 Remote Data Transfer Interface (M)

The proposed system shall provide a connection for remote data transfer interface, per NENA 04-001, Section 3.9.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.2.4.7 Additional LCD Monitor Interface (M)

The proposed system shall provide, at a minimum, one (1) additional LCD monitor interface with the Intelligent Workstation. This LCD interface shall allow PSAPs to double their viewing capacity by moving certain functions and windows to an additional LCD monitor to view more items at once. Reference NENA 04-501, March 31, 2004, Integrating Applications on Intelligent Workstations.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.2.4.8 Trunk and Line Interfaces (M)

The proposed system shall provide connection to the following line side technologies:

- a. Enhanced 9-1-1 trunks in both time-division multiplexing (TDM) and internet protocol (IP) format;
- b. Ring-down circuits (tip and ring);
- c. Centrex and 1MB lines with Caller ID (where available);
- d. Radio control circuits;
- e. Local control circuits (gates, doors, etc);
- f. Local PBX systems;

- g. Direct-connect circuits;
- h. Intercom lines; and,
- i. Paging systems.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.9 Logging Recorder Interface (M)

A terminal connection shall be provided on the Contractor's Main Distribution Frame in the 9-1-1 equipment room or a location mutually agreed to by the Contractor and the logging recorder contractor, with provisions for termination and interconnection of all voice circuits for distribution to a logging recorder at the PSAP. The system shall provide trunk side recording interface for the PSAP.

The proposed system logging interface shall meet the minimum requirements in NENA 04-001, section 3.5.1. Audio output to the logging recorder shall not have a degraded quality variance as compared to entry point into the proposed system as described in Section 6.2.1.4, Audio Quality.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.4.10 Local Maintenance Terminal Interface (M)

A maintenance terminal interface shall provide the following interaction with the E9-1-1 controller:

- a. Diagnostic mode: to display all event, diagnostic, and error messages as they occur.
- b. Maintenance mode: to program and configure the E9-1-1 controller (program interface parameters, assign telephone numbers, reset alarms, generate reports, select options).
- c. Maintenance mode shall be password protected to ensure system security. The current password shall be either documented locally or shared with PSAP manager in the event a new technician requires access.

Optionally, Contractor may provide a dedicated maintenance terminal for moves, adds and changes (MAC). Additionally, Bidders shall provide the option (on the Price Lists) of a dedicated maintenance terminal and detail the effect on remote maintenance, if any.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.2.5 SECURITY (M)

Contractors shall provide appropriate security measures to meet the requirements of NENA Technical Specification 75-001, NENA Security for Next Generation 9-1-1 Standard and particularly the requirements of those sections that address security requirements of CPE providers, including:

- Section 5.7 Safeguarding Electronic Information
- Section 5.9 Safeguarding Printed Information/Material
- Section 5.10 Sensitive Information Destruction & Sanitization
- Section 6.1 General Responsibilities
- Section 6.2 Application, System and Network Administrator Responsibilities
- Section 6.3 Ensuring Compliance for Recurring Security Requirements
- Section 6.4 Network Connectivity Requirements
- Section 6.5 Security Training
- Section 6.6 Suspicious Activity
- Section 6.7 General Guidelines for Design, Development, Administration, and Use of Computer Resource, Network, System or Application
- Section 7.1 Identification and Authentication
- Section 7.2 Access Control
- Section 7.3 Confidentiality
- Section 7.4 Integrity
- Section 8.3 Storage Media and Output

- Section 8.7 Data Communications Networks
- Section 9.1 Firewalls/Security Gateways
- Section 9.2 Remote Access
- Section 9.3 Extranet and External Connectivity
- Section 9.4 Intrusion Detection/Prevention
- Section 9.5 Layer 2 Security and Separation
- Section 9.6 Network Redundancy and Diversity
- Section 10 Change Control and Documentation
- Section 11 Compliance Audits and Reviews
- Section 13 Incident Response and Planning

All transactions must be protected with authentication, authorization, integrity protection and privacy mechanisms as specified in the NENA 08-003 (NENA Detailed Functional and Interface Standards for the NENA i3 Solution, Section 2.2, Security Impacts Summary).

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

## **6.3 FEATURES AND FUNCTIONALITY**

### **6.3.1 SYSTEM FEATURES**

#### **6.3.1.1 ALI Controller (M)**

A request to the database shall be made as soon as the number in the Automatic Number Identifier (ANI) field is detected.

The proposed system shall interface with the ALI database by sending ALI retrieval requests from the 9-1-1 interface in the proper format to the host ALI computer.

The E9-1-1 controller shall compare the number returned with the ALI to the original ANI received, ensuring that caller ALI matches the ANI.

The proposed system shall accept a command from a telecommunicator to repeat the request for ALI from the 9-1-1 database. This is typically used by the telecommunicator if the received ALI is unclear, incomplete, or dynamic location information needs to be updated.

The ALI controller must be capable of retrieving ALI data through a Frame Relay circuit and via an Internet Protocol (IP) connection.

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The ALI controller shall be capable of automatic or manual ALI retrieval on 1MB or Centrex lines when the caller ID is presented with the call on designated telephone lines.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.2 ANI/ALI Display (M)

The system ANI/ALI display shall meet the minimum requirements in NENA 04-001 Section 3.7.

- a) The system shall have the ability to display ANI/ALI data associated with each E9-1-1 call on IWS or phone set.
- b) The ANI/ALI display at each IWS shall provide the ability for the operator to review at least the last ten ANI/ALI data records for calls that were answered by the telecommunicator.
- c) The user shall be able to use the IWS print function to capture the ANI/ALI data to print or save to a file.
- d) CPE shall accommodate the most current Statewide ALI format and be configurable for a no cost upgrade for any changes during the term the equipment is installed at the PSAP.
- e) The ANI/ALI re-bid function shall be capable of distinguishing different classes of service needing either automatic or manual operations. The ANI/ALI re-bid function shall be capable of both automatic and manual operations and shall be adjustable to accommodate time between re-bids and the number of re-bids.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.3 Dynamic ANI/ALI Output (M)

The proposed system shall provide a flexible interface capable of sending the information normally displayed with an E9-1-1 call to a CAD, GIS, and other systems. The proposed system shall allow other system devices to interface with emergency call information providing retrieved full dynamic ANI/ALI for every emergency call, as well as IWS identification. The proposed system shall interface with CAD as described in NENA 04-001, Section 3.4. The ANI/ALI output shall be a flexible non-proprietary interface that provides data exchange with other systems. The proposed system shall be capable of fully parsing the ALI response into separate fields based upon XML protocol in the PSAP's CAD, mapping, management information system, and others.

The ANI/ALI output shall be provided by the proposed system in a NENA Version 4 XML data exchange format consistent with the NENA Technical Standard 020-010, version 8.2. The ANI/ALI output information shall be dynamically provided for each new ALI received, such as a rebid for updated information during the same call. ALI records being transmitted to other systems shall be capable of being fully parsed in an XML markup for all fields.

There shall be separate outputs available for the PSAP's CAD, MIS, GIS, plus a minimum of four (4) others, and each shall be individually selectable and configurable and shall not impede the output to any other devices.

Flexible output interfaces shall be selectable based upon the PSAP's requirements such as serial, TCP socket connections, and ASCII. The current "data dump" of the exact 512 byte ALI record shall not be the only way the CPE systems deliver the ALI information to the PSAP CAD and host systems. However, there shall be the option to interface with older ALI record layouts if associated with older systems.

Flexible interface capabilities shall exist with other systems and include two-way communications capabilities. Socket based communications with other systems are a necessity, i.e. TCP. The proposed system shall provide a full Application Programming Interface (API) that allows external systems to send/receive requests and data back and forth with the CPE. Example: the agency's CAD or mapping system wanting a "refresh" of the ALI for the call that console #XX is currently on, so that an updated location can be displayed, or so that the CAD can append the ALI data into the call for service being handled by the telecommunicator.

Flexible interfaces shall be configurable on the proposed system so that field-level manipulation such as adding leading zeroes or spaces, padding fields with spaces or specific record terminators, and turning fields on and off can be done as required by external systems.

The ANI/ALI output shall be as described in Section 6.3.2.1, CDR Format.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.4 ALI Error Reporting (M)

The 9-1-1 CPE software application shall provide the call taker the ability to systematically capture erroneous ALI information. The error report shall capture all CDR information on paper or in an electronic file for later review and editing.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.5 Abandoned Call Detail (M)

In the event the system detects that a 9-1-1 calling party hangs up before a call taker answers the call, the system shall identify in the System Call Status Window the abandoned call ANI and ALI information.

The system shall be able to provide an immediate automatic callback of the 9-1-1 caller. No matter what source the 9-1-1 call is from, the appropriate number shall be put into the Last Number Redial of the associated call taker answering position, which will provide one-step call back to the abandoned call number. The "last number redial" function shall accommodate a minimum of ten digits and be a valid callback telephone number.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.6 Internal Time Synchronization (M)

The proposed system shall include a time synchronization device that provides time standard that is consistent for all components and data (i.e. positions and CDR) and meets the minimum requirements of NENA 04-002 PSAP Master Clock Standard, version 4.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.7 External Source Time Synchronization (M)

The proposed system shall be capable of being time synchronized to an external source if required by the PSAP so time records match those of other devices, such as CAD and logging recorders, when all devices are synchronized to a single time source as described in NENA 04-001, Section 3.8.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.8 Caller I.D. (M)

The proposed system shall be capable of displaying Caller I.D. on Centrex, 1MB, or PRI lines when not blocked by the caller.

Proposed systems shall be capable of capturing and permanently storing the Caller ID of previous callers on paper and/or on an electronic storage medium.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.9 Wireless ALI – FCC 94-102 – Phase I and Phase II (M)

All intelligent workstations, controllers, and ancillary systems shall accommodate Wireless E9-1-1 requirements as described in Federal Communications Commission (FCC) Report and Order 94-102 and addenda. All components shall interface with existing E9-1-1 networks and display the appropriate ANI and ALI identified in Phase I and Phase II of the FCC Order, as specified in Telecommunications Industry Association Standards J STD-034 (for Phase I) and J STD-036 (for Phase II).

The display of information, as required by FCC 94-102, shall accommodate both Call-Path Associated Signaling (CAS) and Non Call-Path Associated Signaling (NCAS) methodologies as defined in those standards. The proposed system shall accommodate the most current State of California ALI Format.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.10 Voice over Internet Protocol (VoIP) Capability (M)

All components of the proposed system shall include the functionality and interface capabilities described in NENA Technical Standards 08-001 (Interim VoIP Architecture), 08-002 (Functional and Interface Standards for NG9-1-1), and 08-003 (NENA i3 Solution). Also, see Section 6.2.1.3, NENA Standards for NG9-1-1.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.1.11 Complete Call Progress Detection (M)

The proposed system shall be capable of call progress detection and notification throughout the duration of the call. The required call progress states are: Idle (no call active), Ringing (incoming call), Dial Tone, Stutter Dial Tone, Ring Back, Busy, Connected and Disconnected Call. These features shall be provided to the call taker through audible and/or visual indicators on the IWS.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_No\_\_\_\_*

### 6.3.2 CALL AND SYSTEM DETAIL RECORDS

#### 6.3.2.1 Call Detail Record (CDR) Format (M)

The Contractor's system shall provide all of the specific data elements detailed in Exhibit 6-A, Required CDR Elements.

The CDR shall be designed to include recursive sub-records for those that occur multiple times for multiple agents on the same call and, most important, multiple ALI records. This is required for all calls and is most applicable to wireless 9-1-1 calls that are re-bid.

The CDR information shall be supplied by the 9-1-1 equipment through the CDR serial port in a NENA Version 4 XML Data Exchange format consistent with NENA Technical Standard 02-010. Contractor shall maintain the XML fields to ensure separation of the data, even if the field is blank. All times shall be synchronized with the master clock in the form HH:MM:SS.

CDR files shall be provided for all calls that are managed by the controller including all 9-1-1 and administrative calls.

**Bidders shall provide a sample of the CDR string that will be produced by the proposed CPE that demonstrates how all of the data elements detailed in Exhibit 6-A will be presented.**

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_No\_\_\_\_*

***Description of Bidder's CDR string including example:***

#### 6.3.2.2 Remote CDR Collection Service (M)

The CA 9-1-1 Division has developed a statewide Emergency Call Tracking System (ECaTS) that uses the call detail record (CDR) output from each CPE controller as the source for data collection.

CDR is collected from each PSAP to an ECaTS buffer box that is then polled by the ECaTS contractor through a dialup connection or other access medium. The information is then collated into reports that can be viewed by authorized users (PSAPs, County Coordinators and the CA 9-1-1 Division) through secured connections over the Internet. The Contractor will be provided access to ECaTS to view the raw CDR data for diagnostic and maintenance purposes.

Contractor's 9-1-1 CPE shall provide a dedicated serial port from their equipment so that the CDR data is immediately sent to the ECaTS buffer box. The CDR file shall be presented at the end of the call as one data string. Completed CDR files shall be transmitted through the serial port within six (6) seconds following the completion of the call.

On all new system installations, the CDR must be provided on a straight through Y-cable with two DB9 male connectors. The CDR data stream must be activated and verified as part of the acceptance process as described in Section, 6.4.4.2, Acceptance Testing for Equipment (including Operating System Software).

The system shall include four (4) additional individually selectable separate Ethernet outputs for CDR that shall not impede the other outputs.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.2.3 System Detail Records (M)

The system shall provide detail data elements in XML format for the performance of the system such as position log-on and log-off, system reboot, power failures, alternate answer conditions, remote position/PSAP or trunk availability, hosted system availability. Additionally, all data elements the system is storing shall be made available. The system detail data shall be available on a minimum of four (4) secure Ethernet ports.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.3.3 SYSTEM FUNCTIONALITY

#### 6.3.3.1 Flash Transfer (M)

The proposed system shall be capable of transmitting a flash hook to the central office to obtain secondary dial tone for the purpose of transferring the caller or conferencing a third party.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.2 Conferencing (M)

The proposed system shall be capable of establishing a conference consisting of three (3) or more internal and/or external parties (including originator). The system's conferencing functionality shall allow the conference call to continue when the originating party disconnects.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.3 Distinctive Ringing (M)

The proposed system shall be capable of audible indication of the type of incoming call by using distinctive ring tones for different trunk groups. There shall be a minimum of five (5) distinctive ring tones that can be programmed by the PSAP and are assignable by trunk or trunk group.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.3.3.4 Call Queuing (M)**

The proposed system shall be capable of displaying queue status for at least three (3) different trunk groups. Each queue indicator shall indicate via visual and audible indicators that calls are waiting to be answered. Alternatively, the call taker can view the status of individual trunks. The system will display the status of calls waiting to be answered, calls on hold and calls answered for each trunk.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.3.3.5 Last Stored Number Redial (M)**

The proposed system shall be capable of last number redial via one-button feature activation at the discretion of the call taker.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.3.3.6 Abandoned Call Redial (M)**

The proposed system shall include the capability of dialing back calls received on CAMA trunks that have been abandoned via one-button initiation by the telecommunicator.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.7 Automatic Callback (M)

The proposed system shall include the ability for the PSAP to perform an automatic one-button call back feature to the 9-1-1 caller, no matter what the source of the 9-1-1. For example, the call back number (CBN) would need to be used for wireless callers, since the ANI field contains a non-dialable (pANI) number. The callback number will be a minimum of ten digits.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.8 Pre-Arrival ALI (M)

The proposed system shall query the ALI database as soon as the ANI is presented to the CPE system.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.9 Incoming Call Display (M)

The proposed system shall be capable of displaying **an** incoming 9-1-1 call on a map at **a** call taker position while **it is** ringing.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.10 Speed Dial (M)

The proposed system shall be capable of one button/feature speed dialing to place calls or transfer callers.

The proposed system shall include the capability for a minimum of thirty (30) speed dials with option to increase to more.

The proposed system shall provide access to speed dialing via input of two or three-digit speed dial codes, and by clicking on a visual drop down speed dial list, that can activate 100 or more pre-programmed speed dial numbers.

Speed dial numbers shall be programmable up to thirty two (32) digits.

Speed dial numbers shall be user-programmable, under supervisory control.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.11 Voice Transfer (M)

The proposed system shall be programmable to provide a one-button feature transfer of callers to other emergency response agencies based on the incoming Emergency Service Number (ESN). The system shall provide a minimum of sixteen (16) one-button tandem transfers. Activation of the one-button transfer feature will dial a tandem programmed speed dial code to transfer the caller. For this feature, selection of the agency shall be manually chosen by the telecommunicator from the system-provided pick list, not by the ESN listed in the ALI record.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.12 Ring Volume (M)

The proposed system shall be capable of ring volume adjustment by the telecommunicator. Telecommunicators shall not be able to deactivate the ringer.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.13 Transmit Mute (M)

The proposed system shall be capable of fully muting the call takers voice transmission while continuing to monitor caller on an active call by activating a one-button feature. Mute shall be at a level that is not discernable (not heard) by the caller. The mute function shall be switched and not attenuated.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.14 Release (M)

The proposed system shall be capable of releasing a line by activating the one-button feature at any time during the call.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.15 Radio System Interface (M)

The proposed system shall be capable of using the IWS handset/headset with the radio system under the control of the answering position equipment, and the ability to use the radio system headset with the telephone instrument under control of the radio system equipment.

Any 9-1-1 system or associated workstation that is electrically connected to any associated radio dispatch system shall be connected in such a way as to ensure that the interconnection does not degrade the audio heard by any telecommunicator in any fashion (with hum, noise, level differences, etc.). Additionally, use of the two interconnected systems shall offer seamless operational capability to the telecommunicator where no cumbersome operational "workarounds" are required to quickly access and/or use either interconnected system quickly.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.16 Integrated Voice Recording (Instant Recall Recorder) (M)

The proposed system shall be capable of recording two-way voice communication of telephone calls at each position for the purpose of future playback by the call taker. Playback shall be accessible on screen via the IWS Graphic User Interface (GUI).

CDR file elements such as date and time of call shall be associated with each archived recorded telephone call. The system shall have programmable settings to determine how long voice files will be archived, so as to conserve disk space including the ability to save particular recordings indefinitely, if necessary. The recorder shall be capable of storing a minimum of 30 minutes of telephone conversation.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.3.17 Telecommunications Device for the Deaf (TDD/TTY) (M)

The proposed system shall have TDD/TTY capability and be automatically available to all lines that appear at each IWS, i.e., E9-1-1, ten-digit emergency, administrative, and ring down circuits.

The TDD/TTY interface shall comply with the recommendations in NENA 04-001 Section 3.17 with a goal of complying with V.18 modem technology to accommodate baudot and text messaging.

Each IWS shall be able to automatically detect TDD/TTY baudot and ASCII/Baudot calls in progress **when technically feasible**. Each IWS shall have the ability to receive and decode ASCII/Baudot calls in compliance with current ADA regulations without the need for additional equipment at each IWS.

To avoid unnecessary delays in handling TDD/TTY calls, the IWS must have the ability to receive Baudot/ASCII characters on the IWS monitor and scroll the text information. The TDD/TTY window must have the ability to display at least twenty (20) preprogrammed TDD/TTY messages that the telecommunicator can transmit to the caller with a single click of the mouse.

The system must provide the ability to print TDD/TTY messages to a system call records printer. Each TDD/TTY call must be clearly labeled as a TDD/TTY call to allow for quick reference when reviewing CDR files.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4 AUTOMATIC CALL DISTRIBUTION (ACD) (M)

ACD functionality is not a component of a Basic Turnkey Configuration as defined in Section 6.5. Bidders shall provide ACD solutions that meet the minimum requirements below that will function with their proposed CPE solutions. Bidders shall indicate if the ACD solutions are internal to the 9-1-1 CPE or external. Bidders shall be prepared to provide specific information to PSAPs wishing to order this functionality.

The ACD system shall help evenly distribute the workload at a PSAP by sending calls to the telecommunicator who has been idle the longest when a call arrives. This means that a new call will only ring at a single position, starting with the longest-idled telecommunicator. (There are overflow conditions that might result in having the call ring at several positions.) For a busy PSAP with all telecommunicators busy, this means that as soon as a telecommunicator becomes available then he or she will be given the highest-priority for longest ringing call.

ACD systems shall meet the NENA Generic Requirements for 9-1-1 PSAP Equipment 04-001, Issue 2 and the minimum ACD functions listed below.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

##### 6.3.4.1 ACD Queuing (M)

In an ACD environment, it shall be possible to establish separate queues to allow the isolation of 9-1-1 calls in a queue for priority answer. Each telecommunicator shall have queue control, so that they can put a call on hold to answer additional calls. The ACD shall provide a minimum of four queues.

A telecommunicator shall be able to log into multiple queues. For example, a telecommunicator shall be able to log into the 9-1-1 queue while trainees are logged into a lower priority queue, i.e. 7-digit non-emergency lines.

Queue control shall be established with a single button or mouse click operation. For example, if telecommunicators are busy with 9-1-1 calls and a supervisor wants to answer one of the lower priority queues, then they shall be able to press/click a single button to take the next call in the lower priority queue.

Queuing shall support different priority levels. For example, if two queues are set up, one for non-emergency calls and one for 9-1-1 calls, the 9-1-1 queue shall take priority. In this example, the non-emergency queue shall support call stacking as long as there are 9-1-1 calls in the emergency queue. As soon as the 9-1-1 queue clears out, then a non-emergency call drops to the next available call-taker. If another 9-1-1 call comes in, the next available call-taker then gets the 9-1-1 calls and non-emergency calls continue to wait.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4.2 ACD Ready/Not Ready (M)

Telecommunicators shall have the ability to enable or disable their IWS from taking calls with a single button press or mouse click.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4.3 ACD Ringing (M)

Distinctive ring or distinctive zip tones based on call queues shall be supported in an ACD environment to differentiate 9-1-1 calls from non-emergency or administrative type calls. Regardless of whether the system uses user-controlled answer or forced-answer (zip tone), the system shall include the option of producing ringing only to the headset, except when the workstation's headset is unplugged. This helps keep a quiet environment in the PSAP.

When a call is distributed to a ready position, it will ring and if not answered within a predetermined time (ring-no-answer or RNA), a supervisor alert shall be generated and the call re-queued. Optionally, the position should automatically be made not-ready so that when the call is re-queued, the position is no longer a candidate for re-distribution. If no other positions are ready, then an overflow condition occurs, forcing other users to be aware of the condition.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4.4 ACD Hold (M)

Telecommunicators shall have the ability to place an unlimited number of calls on hold during ACD operation in order to receive any other incoming call. Holding a call or retrieving a held call shall be accomplished using a single keystroke/mouse click. When a 9-1-1 call is retrieved from hold, ANI and ALI information shall be automatically displayed to the telecommunicator.

Any telecommunicator shall have the ability to retrieve a call from hold. Held calls shall be able to remain on hold indefinitely, or re-queued after a predefined length of time. It shall be possible to view the status of held calls and the length of time in "hold" status from any call taker position.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4.5 ACD Overflow (M)

Overflow occurs when a new call arrives in a queue and all positions enabled for that queue are not-ready. In an overflow condition the ACD system shall 1) ring a queue specific chime or 2) re-queue the call to a different, specified queue. In either case, the system shall also be able to specify that if ringing occurs for more than the "ring-no-answer" (RNA) timeout, the call will be re-queued to a different specific queue. It shall be possible to specify any queue as an overflow queue. Each queue could have a different overflow queue, or all queues could use a common overflow queue.

The system shall also include the ability to determine the chime source for each queue. The source device options shall include either an electronic reader board speaker, or a specified output relay. If the source is an electronic reader board speaker, the system shall be able to select a unique sound for each queue. Each queue shall be able to use a unique output, or several queues may specify the same output.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.3.4.6 ACD Announcements (M)

A preprogrammed announcement shall be played back to the incoming callers waiting in queue when all logged in telecommunicators are in a busy state. The ACD shall also provide skills based routing based on a caller's selections.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.3.4.7 ACD Trunk or Line Access (M)

Telecommunicator positions shall have the ability to access any and all 9-1-1 trunks or lines from any Intelligent Workstation in an ACD environment.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

6.3.4.8 ACD Login (M)

Each user shall have a unique login ID for answering different queues. Supervisors shall have the ability to re-assign queue membership of any logged-on user in real-time without the user having to login under a different ID.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.4.9 TDD/TTY Considerations in ACD Environment (M)

TDD/TTY capability shall be provided in an ACD environment in compliance with NENA 04-001, Issue 2, Section 5.18.3.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.5 LOGGING RECORDERS (M)

Any logging recorder or device installed at any PSAP during the lifetime of this contract shall be fully capable of storing any type call or data commonly used in Next Generation 9-1-1 systems as is described in industry publications (such as NENA) and in NG marketing literature promulgated by device manufacturers. In addition, any logging recorder installed to support a Next Generation 9-1-1 system shall be capable of capturing and storing pertinent data (as described in this section) in a hosted environment where the device may be shared by multiple PSAPs and may be located at a location that is not local to one or all of them. In such a case, the logging recorder or system shall provide password filters and levels that enable restriction of data access to authorized users on the system as is defined by the users of the system. No logging recorder shall be installed that limits logging activities strictly to voice audio captures such as have existed in support of legacy 9-1-1 systems.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.6 MANAGEMENT INFORMATION SYSTEM (M)

Bidders shall offer a Management Information System (MIS) that tracks incoming calls and provides PSAP management personnel with real-time information and strategic management reports. The programmed outputs shall include a system summary report that provides information on the following:

- Number of total calls received
- Number of abandoned calls
- Number of calls on a per trunk basis
- Number of calls on a call type basis
- Number of calls transferred
- Number of calls on a per position basis
- Average time to answer
- Average length of call
- Average hold time

In addition to the above information, the MIS system shall provide a means of creating ad hoc reports from the Call Detail Record (CDR) and non 9-1-1 call information. The system shall be flexible to allow a PSAP manager to produce ad hoc reports on an as needed basis of all data elements above on a per-shift, per telecommunicator, and per hour, day, week, or month.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.7 INTEROPERABILITY WITH GEOGRAPHIC INFORMATION SYSTEMS (GIS) (M)

Bidders shall make available software that interfaces with a PSAP provided digitized mapping system. At a minimum, the software will provide a means of automatically indicating the location of a 9-1-1 caller based on the street address of the ALI record or the longitude and latitude ("long/lat") of the caller based on the long/lat coordinates provided in the ALI record. The software will update the callers position on the map each time the ALI record is refreshed in the call taking system.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.3.8 TELEPHONE FUNCTIONALITY (M)

Telephone functionality shall include the following features:

- a. Hold;
- b. Dial;
- c. Re-dial;
- d. Release;
- e. Transfer;
- f. Conference;
- g. Speed Dial;
- h. ALI Request;
- i. ANI/ALI display (separate display is allowed);
- j. A minimum of four (4) line appearances;
- k. Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set;
- l. Headset/Handset Interface;
- m. Volume control for inbound audio signal for headset/handset;
- n. Volume control for outbound signal and sidetone for headset/handset;
- o. Volume control for the ringer; and,
- p. Call status indication (ringing, answered or on hold).

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.4 MPA PERFORMANCE****6.4.1 CONTRACT ADMINISTRATION****6.4.1.1 Use of Equipment and Basis for Payment (M)**

Equipment purchased under this MPA may be operated at any time and for any length of time at the convenience of the PSAP, exclusive of time required for preventative and remedial maintenance.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.4.1.2 Use of Software and Basis for Payment (M)**

Each item of software that is proprietary in nature shall be licensed to the PSAP for its use in accordance with the provisions of the MPA, Information Technology Software Special Provisions. Except as may be provided herein in MPA language, the PSAP shall have unrestricted use of such software.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.4.1.3 Title to Equipment (M)**

Title to equipment, accessories and devices purchased under this MPA shall vest in the PSAP.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.1.4 Invoice Format (M)

Invoices shall be submitted as specified on the individual Purchase Orders as submitted to the Contractor. The Contractor shall render invoices for total monthly maintenance charges following the month for which the charges accrue. Invoices to the CA 9-1-1 Division must include those items listed in the General Provisions (GSPD-401IT), Item #29 and may require additional information. Payment for goods or services rendered outside the original Statement of Work of a Purchase Order (change orders) will require an amendment to the purchase order or another purchase order.

Contractor shall provide individual invoices for each project under this MPA that shall include, at a minimum, the following fields:

- Invoice Date
- PSAP Name and Address
- PSAP Purchase Order Number
- Tracking Number
- Naming Convention (provided by CA 9-1-1 Division)
- System Installation Date
- System Acceptance Date
- Year One Maintenance Start Date
- Cost (including equipment, installation, and training)
- Sales Tax

All invoices submitted to the CA 9-1-1 Division as a result of a Purchase Order based on this MPA will be billed separately from other charges the Contractor may currently be billing.

The CA 9-1-1 Division will provide naming conventions to the PSAP for site identification and all invoices will use the same naming convention.

Equipment accountability will be by model number, serial number, and physical location.

The Contractor shall make every effort to reconcile incorrect invoices within 30 calendar days from notification by the PSAP or CA 9-1-1 Division of the discrepancy. The PSAP or CA 9-1-1 Division may withhold payments of all invoices issued as a result of this MPA until the discrepancies have been corrected.

The Contractor shall make every effort to reflect relocations on invoices in a timely manner. This should not exceed thirty (30) calendar days after receipt of the approved relocation document. The PSAP and/or CA 9-1-1 Division may withhold payments of all invoices until the discrepancies have been corrected.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.1.5 Invoices and Payments (M)

**Submission of Invoices:** The Contractor shall render invoices to the "Bill To" name and address listed on the Purchase Order for equipment and /or monthly charges and such additional charges as are applicable. Such invoices shall not be delivered by the Contractor and are not due and payable until a copy of formal acceptance by the PSAP or the State is provided with the invoice.

**Additional Charges:** If additional charges are applicable, and/or if additional charges for maintenance outside the Period of Maintenance Coverage are applicable, the PSAP shall provide the Contractor with a purchase order to cover such charges. The purchase order shall be issued on a timely basis and be based on appropriate records, which are subject to joint review by the PSAP and Contractor.

**Required Payment Date:** Payment due dates shall be governed by Government Code 927 et seq., as per General Provisions section 30. When provision is made for a testing period preceding acceptance by the PSAP, date of acceptance shall mean the date the equipment and/or software is formally accepted by the PSAP during the specified testing period.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.1.6 Back Billing (M)

Contractors shall be limited to 12 months of back billing on all systems, services and functionality ordered under the MPA. Invoices presented more than 12 months after the formal acceptance of the system, service or functionality will not be considered valid and will not be paid.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.1.7 Subcontractors (M)

If the Contractor uses a subcontractor that is expected to receive more than ten percent (10%) of the value of any order issued to the Contractor, the subcontractor must certify in writing they will abide by the terms and conditions of this MPA in full. The Contractor shall submit name and address of any proposed subcontractor and purpose of any such proposed subcontract in the Contractor's Statement of Work.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.1.8 News Releases (M)

Any publications or news releases relating to the MPA resulting from this RFP shall not be made without **prior written approval** of DGS and the CA 9-1-1 Division.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.4.2 ORDERING PROCESS

The ordering process that the CA 9-1-1 Division uses is described in the 9-1-1 Operation Manual, Chapter III, Funding. The Operations Manual can be viewed at:

<http://www.cio.ca.gov/PSCD/Publications/911/911OpeaManul+.htm>.

#### 6.4.2.1 Contractor's Statement of Work (M)

Upon selection of a Contractor and a 9-1-1 telephone system, the Contractor will thoroughly document the operational needs of the PSAP and produce a Statement of Work (SOW). A sample Statement of Work is provided in Exhibit 6-B.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.2.2 Installation Date (M)

A Public Safety Answering Point (PSAP) is any Public Agency authorized under Government Code Section 53102 to perform the functions of a PSAP. Orders from PSAPs must be completely installed and ready-for-use within 180 calendar days After Receipt of Order (ARO) as indicated on the Purchase Order. The mutually agreed installation date will be indicated on the Purchase Order from the PSAP. Each Purchase Order shall indicate the date the equipment will be delivered to the PSAP and the Facility Readiness date. Deliveries prior to the agreed upon delivery date may not be accepted and there will be no additional charge for delivering the equipment as stated on the Purchase Order.

The Installation Date may be changed by mutual consent of the Contractor and the PSAP; however, prior to the installation date, the PSAP may defer the installation, and a new installation date will be established by mutual agreement. Such deferment shall not exceed sixty (60) calendar days, except by mutual agreement. In the event of an agreed change to the installation date, the Contractor will provide a revised SOW to the PSAP and to the CA 9-1-1 Division.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.2.3 Order Confirmation Procedures (M)

The Contractor must provide an order confirmation methodology for both manual and electronic ordering systems to the CA 9-1-1 Division within thirty (30) calendar days of MPA award. The Contractor's process shall include confirmation of receipt of each order acknowledging the expected shipping date of the equipment. This notice shall be generated within five (5) business days ARO at the Contractor's place of business, and shall be sent and/or made available to both the "Bill to" and "Ship to" addresses on each PSAP's Purchase Order. The PSAP will have the option to determine if the confirmation is transmitted electronically or manually.

A second acknowledgement shall be sent by the Contractor to both the "Bill to" and the "Ship to" addresses named on the Purchase Order that will include the Purchase Order number, scheduled shipping date, mode and method of shipment, expected transit time, expected on-site delivery date, and confirmation of Installation Date.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.2.4 Need for Equipment Due to Emergency (M)

The Contractor shall make every reasonable effort to assist the PSAP in procuring the use of equipment compatible with that provided under this MPA to meet emergencies such as a major outages or unforeseen peak loads.

The PSAP may accept or reject the offer of use of emergency equipment. If accepted, the charge for such use, if any, shall be a separate purchase order arrangement between the PSAP and the Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.4.3 INSTALLATION AND DELIVERY

Installation includes all parts, labor, software and configuration costs required to deliver and make the system ready for use, and operate in conformance with the manufacturer's published specifications.

#### 6.4.3.1 Certification of Facility Readiness (M)

If required to meet special environmental considerations, the PSAP will modify its site facilities to meet the Contractor's minimum site and environmental specifications as supplied by the Contractor. These specifications shall be in such detail as to ensure that equipment, if installed according to these specifications, shall operate efficiently from an environmental point of view and properly from a functional point of view.

The Contractor shall prepare a floor plan of the Communications Operations room showing the location of each item of equipment and detailing the current electrical power, common ground and environmental control facilities. The Contractor shall prepare a floor plan of the equipment room showing the location of each item of back-room equipment and detailing the current electrical power and environmental control facilities. The Contractor shall review and comment on the adequacy of the PSAP's facility, including but not limited to, the adequacy of the furniture, lighting, floor plan, environmental control, cabling, demarcation room and equipment room to support the installation of the 9-1-1 system. PSAP shall permit free access, subject to security restrictions at the site, for the purpose of reviewing facility readiness.

Specifications shall include the operating voltage required, maximum current under peak conditions (in amperes), power consumed (expressed in watts), temperature range within which the equipment is designed to operate, the humidity range within which the equipment offered is designed to operate, the equipment heat producing pattern under normal operating conditions (expressed in British Thermal Units for each specific Model Cluster), and the type and number of power receptacles required. All modifications specified to prepare the facilities must be detailed in the Contractor's SOW.

The Contractor shall provide a pre-installation checklist to insure that the PSAP has met all installation obligations prior to the Contractor installing the equipment. Absence of a pre-installation checklist shall mean that the Contractor is offering equipment that has no minimum or maximum environmental specifications.

On or before the Facility Readiness Date, the PSAP shall cause the site to be prepared in accordance with the Contractor's site preparation specifications unless the Contractor has agreed to be responsible for such site preparation. The Contractor will provide a written certification that the modifications detailed on the pre-installation checklist have been completed in accordance with the Contractor's requirements.

Any subsequent alterations or modifications to the site which are directly attributable to incomplete or erroneous specifications provided by the Contractor and which involve additional expense shall be made at the expense of the Contractor, to the extent that such costs would not have been incurred had the complete and/or correct specifications been initially provided. If any such site alterations cause a delay in the installation, the provisions Section 6.4.11, Service Level Agreements, shall apply.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.2 Certification of Equipment Readiness (M)

Systems must be installed in accordance with all state and local building codes and regulations and certified ready for acceptance testing by the specified Installation Date identified in the Purchase Order. The Contractor shall determine that the system is ready for use, and operates in conformance with the manufacturer's published specifications. Such certification must be in writing and presented to the PSAP project leader as specified by the PSAP. After receipt of certification, at a time mutually agreed upon between the PSAP and the Contractor, the PSAP will accept the equipment for the purpose of validating its installation and performance.

In the event the Contractor fails to install the equipment by the installation date, Service Level Agreements (SLAs) as described in Section 6.4.11 shall apply. If the delay is more than thirty (30) calendar days, then by written notice to the Contractor, the PSAP may terminate the right of the Contractor to install the equipment, may cause the Contractor to remove any or all equipment already installed, and/or may terminate the purchase order. If the PSAP elects one or more of these options, it may obtain replacement equipment from any source the PSAP deems appropriate. The Contractor shall be relieved from SLAs in the event of Force Majeure causes (General Provision 24).

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.3 Certification of Equipment Installed by the PSAP (M)

If the nature of the equipment is such that the services of the Contractor are not required for its installation, and the Contractor so states in writing and the PSAP agrees in writing that such Contractor services are not necessary, the Contractor may ship the equipment to the PSAP site. If the equipment arrives not later than five (5) business days prior to the installation date, the equipment shall be deemed to have been installed on or before the installation date and no associated SLAs shall apply, irrespective to whether or not the PSAP is successful in installing the equipment with the Contractor's assistance.

If this procedure is used, the PSAP shall make every reasonable effort to install the equipment prior to the installation date, and shall confirm such installation in accordance with the above procedure concerning certification of installation by the Contractor. If, however, the PSAP is unable to install the equipment, it shall notify the Contractor that Contractor's assistance is required. The Contractor shall then be responsible for the equipment installation and certification that such installation has been accomplished, subject to the time frames stipulated in this section commencing with the date the PSAP notifies the Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.4 Continuing Operation During Installation (M)

The existing 9-1-1 equipment and service at each PSAP shall continue to function without interruption during the installation of the new system. Contractor shall ensure that its installation and cutover plan for the 9-1-1 equipment will not cause an interruption, deviation or degradation of the existing service. **Bidders shall provide a general description of the cutover plan with the response to this RFP.** Following installation at each facility, the PSAP shall advise the Contractor of any additional specific cutover requirements they may have.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### **Description of Bidder's Cutover Plan:**

#### 6.4.3.5 Software (Other than Operating System Software) (M)

The Contractor shall provide software configuration (programming aids, program products and applications) on or before the Delivery Dates specified, and shall certify to the PSAP that such software has been delivered and is ready for PSAP use.

If the PSAP and Contractor mutually agree that the services of the Contractor are not required to install the software on PSAP equipment, "delivery" of the software for the purpose of this MPA shall mean received by the PSAP.

In the event the Contractor fails to deliver the agreed-upon software by the dates specified, SLAs will apply.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.6 Relocation (M)

If it is necessary and in the best interest of the PSAP to move the equipment purchased under this MPA from one PSAP location to another, except in an emergency situation, the PSAP will notify the Contractor in writing or electronically a minimum of six (6) months in advance of the anticipated move date that the move is scheduled to take place. The PSAP will provide their Purchase Order number, date of disconnection, the locations "from" and "to" that the equipment is to be moved, and the re-connection date, if more than five (5) business days after the disconnect date.

The Contractor and PSAP will mutually agree on a reasonable amount of time to accomplish disconnection, relocation, reconnection and having the equipment ready for use.

The PSAP will reimburse the Contractor for all transportation, transit, risk insurance, rigging, packing, unpacking, and drayage charges for such relocation performed by the Contractor; however, the Contractor shall maintain responsibility for the equipment at all times during the move.

If the Contractor does not relocate the equipment by the mutually agreed date, the SLAs as specified in Section 6.4.11 (Service Level Agreements) shall apply.

On or before the scheduled reconnect date, the Contractor shall disconnect affected equipment, physically move (relocate) and reconnect the equipment at the new location and certify the successful relocation.

By mutual consent of the Contractor and the PSAP, the PSAP shall be permitted to move certain peripheral devices. In the event of such a move, the Contractor shall be relieved of applicable SLAs as well as responsibility for the equipment during the move.

Following an emergency move of purchased equipment, if the Contractor has not been previously notified, within twenty-one (21) calendar days of the date upon which the move was accomplished, the PSAP will notify the Contractor in writing or electronically that the move occurred on a specified date.

If the PSAP elects to move the equipment and it is mutually determined that the equipment became damaged by reason of a disconnect of equipment to be moved, a move of the equipment, or a reconnect of equipment moved not authorized by the Contractor either in advance or by default, the PSAP will pay, at prevailing rates, for the repair of the damaged equipment.

Rearrangement of equipment at a single site or for the convenience of the PSAP shall be at the PSAP's expense. If the Contractor is asked to move and reinstall equipment at a different facility, the Moves, Adds and Changes (MAC) rate established by this MPA will apply to similar activities performed such as those described in Section 6.4.3.7 (Moves, Adds and Changes). However, the cost for other services not normally associated with a same facility MAC, such as moving van equipment and personnel, will be negotiated on a case-by-case basis for each relocation.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.7 Moves, Adds and Changes (MACs) (M)

The Contractor shall provide routine moves, adds and changes as requested by the PSAP. "Moves, adds, and changes" refers to changes in system application configurations to facilitate PSAP operations or moving equipment from one location to another in the same facility and adding additional equipment to completed installations. When performing MACs, the Contractor will not bill for travel time to and from the PSAP or preparation time, only the time spent actually performing the MACs.

There shall be a one (1) hour minimum charge for all MACs. For those MACs that are performed routinely, such as adding or deleting new call taking positions, changing speed dial numbers, etc., the Contractor shall provide training to the PSAP System Administrator to perform these MACs.

Bidder's shall detail the process for the PSAP to request routine MACs, how the Contractor will perform on-site versus off-site MACs and the anticipated turnaround time to completion each time a request is made. All routine MACs shall be accomplished within a mutually agreed upon number of days from date request is submitted to Contractor.

All costs for MACs will be directly billed and paid by the PSAP.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.8 Documentation (M)

The Contractor shall provide copies of all non-proprietary manuals and other printed materials, including updated versions thereto, which are useful and necessary to the PSAP in its use of the equipment or software provided at prices listed in the Price List.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.9 Transportation (M)

Shipments to and from the installation site shall be the responsibility of the Contractor and shall be made by commercial carrier, or Contractor owned carrier, in padded van or airfreight. If air shipment by commercial carrier is not specified in the Purchase Order, shipment shall be made by padded van, or Contractor may, at its option, use a premium method of transportation (e.g., air freight). Equipment shall be preserved, packed and marked in accordance with the Contractor's standard practice. All deliveries of purchased equipment and software shall be F.O.B. - DESTINATION.

Notwithstanding the above requirement, the PSAP reserves the option, with concurrence from the Contractor (such concurrence not to be unreasonably withheld), to arrange for and to pay all transportation, rigging, and drayage costs, at the time of the discontinuance of rental and purchase. The PSAP agrees that such transportation shall be by commercial carrier, using padded van properly constructed and equipped for shipment of electronic equipment.

When the PSAP elects to specify air shipment by commercial carrier, written authorization for such method shall be furnished to the Contractor at least thirty (30) calendar days prior to the scheduled shipping date and the PSAP shall pay the airfreight charges. In this event, the Contractor shall furnish copies of the freight bills to substantiate transportation charges billed by the Contractor to the PSAP.

The Contractor shall pay transportation charges for the shipment of empty packing cases, except when the equipment is moved from one PSAP location to another.

The Contractor shall bear the cost of transportation, rigging, and/or drayage whenever equipment is shipped or moved for mechanical replacement purposes unless the replacement was due to fault or negligence of the PSAP.

The PSAP shall pay only those rigging costs incurred at the PSAP's location unless otherwise agreed to between the PSAP and the Contractor.

Upon notification as stipulated under Section 6.4.3.6, Relocation, the PSAP shall arrange and pay for all transportation, rigging and drayage charges for such relocation.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.10 Packing and Unpacking (M)

Supervision of packing, unpacking and placement of equipment shall be furnished by the Contractor during the Contractor's normal working hours without additional charge to the PSAP.

Rearrangement of equipment on the same site for PSAP convenience shall be at PSAP expense.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.11 Risk of Loss or Damage (M)

The PSAP shall be relieved from all risk of loss or damage to the equipment purchased under this MPA during periods of transportation, installation and during the entire time the equipment is in the possession of the Contractor, except when such loss or damage is due to the fault or negligence of the PSAP. Loss or damage not due to the fault or negligence of the PSAP shall be verified through a legal claims record such as a police or fire report. **The PSAP assumes risk of loss or damage for equipment after formal Acceptance of installed systems.**

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.3.12 Restricted Delivery Hours (M)

The Contractor shall comply with the PSAP's requirements that restrict deliveries to non-peak commute hours in specific locations, or require delivery within defined time frames due to site policies. When applicable, the PSAP will provide the information regarding these policies/or requirements preferably during the solicitation process, but prior to the establishment of an agreed upon SOW.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.4.4 ACCEPTANCE

#### 6.4.4.1 Acceptance Testing Criteria (M)

The Contractor shall issue a certificate of system readiness to the PSAP when equipment and software are installed and ready for acceptance testing. Acceptance testing shall commence on a date and time mutually agreed upon by the PSAP following receipt of the certificate of system readiness and shall end when the equipment and software have met the standard of performance Acceptance Testing Criteria for a period of 240 consecutive hours. Operation of the equipment and software to confirm proper installation shall be considered to be a part of the acceptance test. It is not required that the 240 consecutive hour period expire in order to begin a subsequent acceptance testing period.

Equipment and software shall not be accepted by the PSAP and no charges will be paid by the PSAP or the CA 9-1-1 Division until all of the items on the System Acceptance and Authorization Checklist (Exhibit 6-C) are met. Upon the successful completion of the acceptance testing period, the PSAP shall execute the System Acceptance and Authorization Checklist and provide copies to the Contractor and the CA 9-1-1 Division.

The standard of performance for acceptance testing is defined as the operation of equipment and/or software at an average level of effectiveness of ninety-nine point nine percent (99.9%) for a period of 240 consecutive hours. For acceptance testing purposes, the average effectiveness level is a percentage figure determined by dividing the Scheduled Operational Hours (SOH) minus down time by the Scheduled Operational Hours. In addition, the equipment shall operate in at least minimal conformance with the Manufacturer's official published specifications applicable to such equipment on the date of this MPA. The Contractor shall provide the published specifications applicable to each piece of equipment.

Down time , for acceptance testing purposes is that period of time when the system installed at any one location is incapable of performing all of the functions for which the installation was intended (during SOH), due to a malfunction of the system or its operating software, excluding all external factors. During a period of system down time, all equipment and software that are part of the system shall be made available to the Contractor to facilitate prompt repair. During this time the PSAP may use operable equipment and software where such use does not interfere with the Contractor's efforts to restore service and where Contractor's permission for such use is given (such permission not to be unreasonably denied). In the event that the system is required by the Contractor for testing or exercising of failed equipment but is not made available by the PSAP when requested, system down time shall not accrue during the interval between the time of Contractor's request and the time that the system is made available to the Contractor.

The required effectiveness level shall apply separately to a system and to each Contractor's supplied remote equipment unless the PSAP and the Contractor agree otherwise. The effectiveness level of the system supplied by the Contractor shall be computed to exclude down time attributable to equipment, cables, and wires not supplied by the Contractor.

If the PSAP uses the system when the system or subsystem is down, as down time is defined above, use of the system shall be excluded from the level of effectiveness computation, as will any down time resulting from system failure during such use.

The PSAP shall maintain appropriate records to validate that all requirements of this section concerning acceptance testing are met. Scheduled Operational Hours and down time shall be measured in hours and whole minutes. If meters are used to record the time, the meter readings will be converted into hours and whole minutes on a daily basis.

When a system involves on-line equipment that is remote to the basic installation, the required effectiveness level shall apply separately to the system and to the remote equipment.

During the acceptance testing period, all the preventative maintenance time shall be excluded from the acceptance testing period hours. System failure down time shall be measured by those intervals during the acceptance testing period between the time that the Contractor is notified of the system failure and shall end when the system is returned to the PSAP in operating condition.

During the acceptance testing period, if the Contractor is notified that the system is not performing as intended, Contractor shall adhere to the response time requirements specified in Section 6.4.9.66.4.9.8, Remedial Maintenance. All maintenance service and parts shall be furnished by the Contractor without charge during an unsuccessful period of acceptance testing on the same basis as set forth herein concerning Maintenance unless such maintenance service and parts are required as a result of the fault or negligence of the PSAP.

The PSAP may, upon written notice to the Contractor and the CA 9-1-1 Division that is at least fifteen (15) calendar days prior to the scheduled start of the acceptance testing, delay the start of the acceptance testing period, but such delay may not exceed thirty (30) consecutive calendar days. Delays that exceed thirty (30) days shall be referred to the CA 9-1-1 Division for dispute resolution.

If the system does not meet the standard of performance within ninety (90) consecutive calendar days after the start of the acceptance testing, the PSAP shall have the option to request a replacement system, extend the performance period or terminate the order (or portions thereof) and seek relief as provided by the Rights and Remedies of State for Default provision in the contract. The PSAP's option shall remain in effect until such time as the system meets the performance criteria, or 180 consecutive calendar days after the start of the acceptance testing, whichever occurs first. If the system has not met the standard of performance by 180 calendar days after installation, the MPA shall be canceled or the defective system deleted from the MPA whereupon the PSAP may invoke its rights under the Rights and Remedies of State for Default provision in the contract.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.4.2 System Acceptance Testing (M)

Acceptance testing is intended to ensure that the system acquired operates in substantial accord with the Manufacturer's technical specifications, is adequate to perform as warranted by Contractor's response to the requirements of this MPA and evidences a satisfactory level of performance reliability, prior to its acceptance by the PSAP. If the system to be installed includes operating software as listed in the Purchase Order, such operating software shall be present for the acceptance test unless substitute operating software acceptable to the PSAP is provided. Acceptance testing is required for all newly installed technology systems, subsystems and individual equipment which are added, or field modified (modification of equipment from one model to another) after a successful performance period.

The PSAP shall begin acceptance testing on a mutually agreed date and time. If the system fails any portion of acceptance testing, the Contractor shall be notified by the PSAP immediately of the failure, with written confirmation to be provided in not more than five (5) business days. Control of the system shall immediately be given to the Contractor if the system performs so poorly that it poses a potential threat to public safety and the original 9-1-1 system being replaced is still functional. If the system performs in a manner that is adequate in the opinion of the PSAP and does not pose a threat to public safety, but does not operate as intended by the manufacturer, the PSAP will continue using the system while the Contractor affects repairs. The system shall not be deemed to be accepted until the Contractor re-certifies such installation and the above referenced test is successfully completed.

In the event the system does not meet the standard of performance during the initial 240 consecutive hours, the acceptance tests shall continue on an hour-to-hour basis until the standards of performance are met for 240 consecutive hours. The acceptance-testing period shall not be delayed due to any PSAP request to make a change within a system's featured functionality, unless such change causes a system failure. Any problem that occurs during the acceptance testing period that can be quickly remedied by making a change within a system's featured functionality shall only delay the acceptance testing the amount of time from when the problem was first reported to the Contractor to the time the adjustment successfully remedies the problem. Failures during acceptance testing period caused by sources outside of the Contractor's control shall not be deemed as cause to delay the acceptance testing period.

At the request of the Contractor, the PSAP shall make available not only the failed system, but also the equipment that must be utilized by the Contractor to identify the cause of failure and to accomplish the repair.

Systems shall not be accepted by the PSAP or CA 9-1-1 Division, and no charges associated with such system shall be paid by the PSAP or CA 9-1-1 Division, until the Contractor has demonstrated that the Contractor has satisfactorily provided all of the equipment and functionality on the System Acceptance and Authorization Checklist.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.4.3 Acceptance Testing for Software (other than Operating System Software) (M)

Acceptance testing is required for all Contractor-supplied software supplied under this MPA including all software initially installed, improved versions (new repurchases) of this software, any such software which has been altered (modified) by the Contractor to satisfy PSAP requirements, and any substitute software provided by the Contractor in lieu thereof, unless otherwise provided herein. The purpose of the acceptance test is to ensure that the software operates in substantial accord with the Manufacturer's technical specifications and meets the PSAP's performance specifications. The specific procedures for the accomplishment of such tests are as stated in Section 6.4.4.1, Acceptance Testing Criteria.

Following certification by the Contractor that programming aids, program products, and applications listed in the Purchase Order have been delivered ready for PSAP use, the PSAP shall test each such programming aid, program product or application, in accordance with Section 6.4.4.1, Acceptance Testing Criteria.

If the Contractor has written application programs, the PSAP will provide test data and the Contractor will provide a test master and all output formats for such programs. The PSAP will process input transactions against the master file and produce the updated old and new master files to ensure that all transactions were applied correctly. All outputs will be checked for accuracy, format, and quality, and the programs will be accepted when the PSAP confirms that the application programs meet the specifications to which they were written.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.4.4 Requirement Removed

#### 6.4.4.5 System Replacement and MPA Termination (M-O)

If, during a thirty (30) consecutive day period following PSAP acceptance testing period, the system does not achieve the required level(s) of availability, the PSAP will notify the Contractor in writing.

If the Contractor fails to bring the system to the required average availability level during the succeeding thirty (30) consecutive days after notification by the State, the PSAP may require the Contractor to replace the equipment failing to meet the standard of performance. Replaced equipment must also meet acceptance testing following installation as set forth in Section 6.4.4, Acceptance.

In addition, if during the term of the MPA, three (3) or more purchased installations are terminated or are replaced for failing to meet this continuing standard of performance, the CA 9-1-1 Division may then terminate the Contractor's Contract. Neither the State nor any PSAPs will pay termination charges if any portion of the Contract is so terminated. This does not abridge the State's rights under General Provisions section on Rights and Remedies of State for Default.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.5 PROJECT MANAGEMENT (M)

For each installation of a 9-1-1 system, the Contractor shall assign a Project Manager with knowledge and experience in managing system installations of similar complexity **at no additional cost to the PSAP or the CA 9-1-1 Division**. All installations shall use industry accepted project management methodology throughout the project.

The Project Manager shall be the single point of contact between the Contractor and the PSAP throughout the installation and acceptance process. The Project Manager will be responsible for coordinating with the PSAP all aspects of the installation including project scheduling, installation of equipment, training, problem resolution, acceptance testing, contractual and technical issues, and answering any questions the PSAP may have.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.6 TRAINING (M)

For the purposes of training, the Contractor shall provide formal, "hands-on" instruction for PSAP personnel in operation of the equipment, at mutually agreeable times prior to or, with PSAP approval, during the acceptance testing period. Training for equipment installation coordinators and project leaders will be conducted at the PSAP site unless an alternate site is mutually agreed to by the PSAP and the Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.6.1 Training Plan (M)

No more than thirty calendar days following MPA award, Contractors shall provide to the CA 9-1-1 Division a detailed training plan describing their concept of the scope of training, the duration of initial training (in hours, per student), and the training aids (including operating manuals) which are required to train programmers, telecommunicators, support staff, and user training specialists in the operation of all hardware and software.

The Contractor shall provide training and training materials to insure that Telecommunicators and System Administrators can proficiently use the 9-1-1 telephone system. The Contractor will provide the following at no additional cost to the PSAP or the CA 9-1-1 Division:

- A comprehensive training program that provides the telecommunicators with the skills necessary to operate all the features of the 9-1-1 system.
- Training at a time mutually agreed upon by the PSAP and the Contractor.
- Instructors who have the technical skills, teaching skills and abilities necessary to instruct others how to use the equipment proficiently.
- Train no more than six (6) telecommunicators per instructor, per class, unless a larger class is mutually agreed to by the PSAP and the Contractor. All training classes should be scheduled so as to reduce the number of site visits necessary to train all personnel.
- Provide at least two (2) fully operational Intelligent Workstations with at least one operational phone line for training purposes. Fully operational means features and user defined parameters are fully functional so all features can be realistically demonstrated during training. The two (2) positions used for training will also be used to complete the installation of all ordered positions. Training positions may be temporarily installed in a training room at the installation facility. Temporary cabling to a training room will be provided upon request of the PSAP. Cost to cable temporary positions shall be at the hourly rate provided for MACs.
- Contractor will compile a list of telecommunicators who attended training, the date and time of the training, and rate the proficiency of the telecommunicators to use the equipment on a pass or fail basis. A copy of this information will be provided to the PSAP Manager.

- In addition to the telecommunicator training, the Contractor will provide supervisor/system administrator training, with no more than six (6) supervisors/system administrators per class. This training shall cover routine moves, adds and changes accessible by a system administrator, routine trouble shooting procedures and problem reporting procedures. Training for statistics report generation shall be provided no more than 30 calendar days following cutover. Training will also include an on-site instructor(s) for a period not to exceed twenty four (24) hours upon beginning of the system acceptance-testing period. The purpose of the instructor(s) will be to assist PSAP personnel as needed after they begin using the new equipment. The instructor(s) can be onsite for the first twenty four (24) hour period of system acceptance testing or up to two (2) periods totaling not more than twenty four (24) hours during the first seven (7) calendar days of the system acceptance testing period.
- Post-cutover training may be provided at an additional cost to the PSAP at the rate established by this contract. Post-cutover training will be provided for no less than six (6) telecommunicators or system administrators.
- Appropriate manuals and other materials must be provided to each participant in training. Training materials shall become the property of the PSAP upon completion of the training. Manuals of sufficient detail to successfully operate both the software system and the hardware system must be provided. Contractor shall document in the Statement of Work the operation of all customer specified programming not specifically covered by the manufacturer user manuals.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes \_\_\_\_\_ No \_\_\_\_\_*

#### 6.4.6.2 Training on New or Substitute Equipment (M)

If requested by the PSAP, training and documentation on new or substitute equipment shall be provided by the Contractor at no charge to the PSAP or the CA 9-1-1 Division. The training shall provide an overview of the new or substitute equipment capabilities and operational procedures. This additional training shall be provided by the Contractor at no additional charge in instances where equipment is upgraded and/or changed during the lifetime of the contract, provided that the equipment change includes a change in equipment operation. The CA 9-1-1 Division reserves the right to make final determination in cases of disagreements that may arise under this section.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.7 TROUBLE TICKET LOG

Contractors shall maintain a trouble ticket log that will track the progress and status of restoration for all Major and Minor Failures as defined in Section 6.4.9.8, Remedial Maintenance. The Contractor's trouble ticket log will include the date and time that each Failure was reported, or system alarm of failure whichever occurs first, each PSAP affected by the Failure, the current status of the restoration process, and the date and time that the Failure is remedied to the PSAP representative's satisfaction. The Contractor shall provide remote, 7 day x 24 hour access to the CA 9-1-1 Division in order to track progress of the restoration of Failures and to validate Service Level Agreement calculations.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.8 WARRANTY

Notwithstanding General Provisions #19, Warranty, the Contractor warrants that all equipment purchased under the authority of this MPA, when installed, will be in good working order, will be fit for the manufacturer's intended purpose and will conform to the Contractor's official published specifications.

Except as provided elsewhere in this MPA, the Contractor's obligations and liabilities with respect to this specific warranty provision are limited to the repair or replacement of any parts, software or equipment when either the PSAP or the Contractor determines that the equipment does not conform to the warranties stated herein.

The Contractor shall warrant the equipment and software to perform per the manufacturer's specifications for a period of one (1) year after acceptance. The Contractor shall furnish all warranty services and parts for a period of one (1) year beginning on the first day following System Acceptance at no cost to the PSAP or the CA 9-1-1 Division, provided that such maintenance service or parts are not required because of accident, neglect, misuse, failure of electrical power or air conditioning, humidity control, or causes other than ordinary use. Any such service required as a result of erroneous site preparation specifications furnished by the Contractor or otherwise required due to the fault or negligence of the Contractor, shall be provided by the Contractor at no additional charge. All replaced parts shall be property of the Contractor. Prior to the expiration of the warranty period, whenever equipment is shipped for mechanical replacement purposes, the Contractor shall bear all costs for such shipment including, but not limited to, costs of packing, transportation, rigging, drayage and insurance. The warranty shall apply to the replacement equipment beginning on the first day following System Acceptance for the replacement equipment.

For one (1) year, beginning on the first day following System Acceptance, the Contractor warrants to the PSAP that the equipment are free from defects in material and workmanship. Contractor's obligation with respect to defects in the material and workmanship is limited to furnishing, on an exchange basis, replacements for equipment or parts which have been properly reported by the PSAP as having been, in its opinion, defective and are found as such by the Contractor upon inspection.

Service pursuant to this warranty will be furnished by the Contractor's nearest service location. The Contractor shall have prompt access to the equipment, subject to the PSAP's standard security requirements, to perform this service. There shall be no charge to travel expense associated with services for which the Contractor is responsible under this warranty provision.

When non-Contractor software, is used by the PSAP and as a result the Contractor's maintenance diagnostic routines do not pinpoint the failure, the PSAP shall pay for the time spent by the Contractor in diagnosing the failure at the applicable per-call rate per man-hour then in effect.

When the Contractor is called to perform remedial maintenance service on the equipment (under Warranty or Maintenance as defined in Section 6.4.9) and by mutual agreement it is determined that either no failure existed or that the service was outside the scope of this warranty, the PSAP shall pay for the travel expense in accordance with the State's then current short-term travel expense policy as stated in the State Administrative Manual Chapter 0700 (<http://sam.dgs.ca.gov/TOC/700/0721.htm>) and the time spent by the Contractor at the applicable time and materials rates then in effect.

Unless otherwise mutually agreed upon, the Contractor shall not be required to adjust or repair any equipment or part thereof if it would be impractical for the Contractor personnel to do so because of alterations made to the equipment or part thereof by or on behalf of the PSAP. The Contractor shall be responsible for interfaces with plug compatible equipment that is attached to the current controllers. Increased service pursuant to this warranty caused by any alteration or attachment shall be paid for by the PSAP at the applicable time and materials rates as stated in the Price List, unless the Contractor elects not to apply such charge on an individual occurrence basis.

Warranty service must be provided in the same manner as specified in Section 6.4.9, Maintenance.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9 MAINTENANCE

##### 6.4.9.1 General (M)

Equipment and Software shall be maintained in good operating condition to ensure the Continuing Standards of Performance prescribed criteria of Acceptance Testing of this MPA are met. The Contractor is responsible to maintain the equipment purchased under this MPA in good operating condition and shall always be responsive to the maintenance requirements of the PSAP. All such maintenance service, including parts, software support and labor, shall be furnished after the warranty period for up to four (4) years after the warranty period.

Maintenance includes Software Support as described in Section 6.4.9.3.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

##### 6.4.9.2 Maintenance Coverage (M)

Contractor shall provide full maintenance coverage twenty-four (24) hours per day, seven (7) days per week, all year.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.3 Software Support (M)

Contractor shall provide software support for equipment acquired under this MPA. Software includes the operating parameters required by the PSAP for the applicable control unit. This includes newly acquired control equipment as well as changes to existing equipment acquired under this MPA.

Software support must be available during the principal period of maintenance. The Contractor's software support must include a telephone number for both voice and facsimile communication that is free to any caller within the PSAP.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.4 Exclusions (M)

Maintenance service does not include:

- Electrical work external to equipment or maintenance of accessories, alterations, attachments, or other devices not listed in the Price List.
- Repair of damage or increase in service time caused by accident or disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; transportation; neglect or misuse; alterations which include, but are not limited to, any deviation from Contractor's physical, mechanical or electrical equipment design; attachments, which are defined as the mechanical, electrical or electronic interconnection to Contractor equipment or non-Contractor equipment and devices not supplied by Contractor.
- Repair of damage or increase in service time resulting from failure to provide a suitable installation environment with all facilities prescribed by the appropriate Contractor Installation Manual—Physical Planning (including, but not limited to, failure of, or failure to provide adequate electrical power, air-conditioning or humidity control).
- Repair of damage or increase in service time attributable to the use of the equipment for other than data processing purposes for which acquired.
- Furnishing supplies or accessories; painting or refinishing material therefore; inspecting equipment altered by other than Contractor, making specification changes or performing services connected with relocation of equipment; or adding or removing accessories, attachments or other devices.

- Such service which is impractical for Contractor to render because of alterations in the equipment or their connection by mechanical or electrical means to other equipment.
- Repair of damage or increase in service time caused by the conversion from one Contractor model to another or the installation or removal of a Contractor feature whenever any of the foregoing was performed by other than Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.5 Responsibilities of the Contractor (M)

The Contractor shall provide maintenance (labor and parts) and keep the equipment in good operating condition.

Maintenance parts will be furnished by the Contractor and will be new or equivalent to new in performance when used for this equipment. Replaced maintenance parts become the property of the Contractor on purchased equipment.

As part of the Statement of Work associated with each transaction under the MPA resulting from this RFP, Contractor shall provide the PSAP with a copy of the manufacturer's recommended preventive maintenance process and schedule. Preventive (scheduled) maintenance shall be performed in accordance with the manufacturer's recommended preventive maintenance requirements and be consistent with the PSAP's operating requirements.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.6 Labor Classifications (M)

Bidders shall make available each of the labor classifications listed below. Pricing for these classifications shall be provided in Exhibit 7-C, Labor Rates.

- **Factory-Trained Technician** - The definition of a Factory-Trained Technician is a technician who has passed a certification/training course taught by factory or factory approved personnel for the system he/she must install and maintain. Any training courses provided by other than the manufacturer's own personnel must be recognized and approved by the manufacturer, if the Contractor asserts that an employee is factory-trained. A factory-trained technician is able to diagnose all major and minor system alarms, provide hardware and software repairs, provide to the PSAP recommendations regarding user defined software and make changes to the user defined software. The Contractor will detail the training that has been provided to a factory-trained technician.
- **Technician** - The definition of Technician is a person who has basic telephone skills that has been provided instruction by a Factory-Trained Technician for the system he/she must maintain at a level that the Technician is able to view all major and minor system alarms, provide hardware replacements and software repairs and provide to the PSAP recommendations regarding user defined software, under the direction of a Factory-Trained Technician. Bidders shall detail the training that will be provided to a Technician.
- **System Engineer** – For the purposes of the resulting MPA, a System Engineer is a person that has at least three years experience in 9-1-1 applications for call taking solutions or 9-1-1 networking. A System Engineer shall be capable of engineering any of the systems that that the Bidder proposes or sells through the resulting MPA.
- **Project Manager** – A Project Manager is a person who has provided project management support on behalf of a 9-1-1 call processing solution provider for at least three distinct installations. Full time support of another Project Manager on an installation may be considered to meet this experience requirement. The Project Manager will act as the single point of contact to the PSAP manager (or their designee) and will be available to the PSAP manager during the implementation of a new system and will be on-site during cutover to the new system. The Project Manager will work directly with the PSAP manager during the acceptance process described in Section 6.4.4, Acceptance.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.7 Major Failure, Minor Failure, and Quality of Service Failure Definitions (M)

A Major Failure is defined as any hardware or software failure that prevents the 9-1-1 PSAP location from making communication contact or viewing Automatic Number Identification (ANI) or Automatic Location Identification (ALI) information for a person who has contacted the PSAP on a 9-1-1 trunk.

A Minor Failure is a loss of 25% or more of any or all of the following: Call carrying capacity of the system, trunks, or telecommunicator answering positions.

A Quality of Service Failure is defined as any hardware or software failure that prevents any feature of the 9-1-1 system provided by the Contractor from meeting the specifications described herein.

Service Level Agreements regarding the restoration of Major, Minor, and Quality of Service Failures are provided in Section 6.4.11.2, Technical Service Level Agreements.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.8 Remedial Maintenance (M)

Contractors' shall track the status of each Major and Minor Failure through the Trouble Ticket Log described in Section 6.4.7. Contractors shall provide the telephone number of their customer support center to each PSAP with whom they have a maintenance contract for reporting Major and Minor Failures. The Contractor's customer support center telephone shall be answered twenty four (24) hours a day, seven (7) days a week by a live person. The Contractor's customer support center will be responsible for coordinating the resources necessary to correct Major or Minor Failures and for accurately updating the Trouble Ticket Log.

The 9-1-1 telephone system must be capable of alerting PSAP personnel of system alarms by the use of a signaling device in the PSAP. This device shall provide for an audible or visual alarm. The device shall provide a cutoff option to disable alarms in progress and must be automatically reset upon removal of the alarm condition or should a new alarm occur.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.4.9.9 Remote Maintenance (M)**

The Contractor shall provide maintenance as described herein.

- a) Full diagnostic access to all major components of the 9-1-1- system
- b) Capability to perform software repairs
- c) Capability to disable or enable system ports to bypass failed ports
- d) A list of the most frequently failed components and the success rate of remote repairs for these components
- e) Capability to access accumulated statistics on system performance such as error messages, power failures, etc.
- f) Description of the ability and types of software that can be remotely updated/replaced
- g) Confirmation that access to the system will be password protected

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**6.4.9.10 Requirement Removed**

#### 6.4.9.11 Equipment Replacement (M)

When 9-1-1 equipment fails to function in the manner for which it was designed to the extent that the PSAP's ability to answer 9-1-1 calls is adversely affected, the Contractor will make every attempt to satisfactorily resolve the problem. If the Contractor has not rectified a major or minor failure within the timeframes set forth below, the PSAP may request replacement of the equipment. However, if the failed equipment impairs the ability of the PSAP to process 9-1-1 calls effectively, the Contractor will immediately replace the defective equipment with either equivalent new replacement equipment free of charge, or Contractor owned equivalent loan equipment free of charge until repair or replacement is accomplished. The PSAP will be the sole judge as to the adverse impact upon the PSAP's ability to process 9-1-1 calls.

Notwithstanding the remedies provided in Section 6.4.11.2, Technical Service Level Agreements, equipment which fails to function while under the maintenance agreement in the manner for which it was designed and contracted to perform to a degree such that the PSAP's programs are adversely affected, defined as either three (3) major failures or six (6) minor failures of the same feature in any sixty (60) calendar day period, shall be replaced (free of charge) at the PSAP's request.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.12 Telephone Line Repairs (M)

The CA 9-1-1 Division and the PSAPs do not have the staff available to diagnose 9-1-1 system or telephone line problems. If the PSAP notifies the Contractor of a problem with the 9-1-1 system and the Contractor determines that the problem lies with the telephone company service provider, , the Contractor, will be responsible for notifying the PSAP that the problem lies with the local telephone line service provider.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.13 Requirement Removed

#### 6.4.9.14 Responsibilities of the PSAP (M)

The PSAP is responsible for the arrangements for provisioning of all telephone lines required for the Contractor's system, including a line for remote maintenance.

The PSAP will provide adequate storage space for spare parts, and adequate working space, including heat, light, ventilation, electrical current and outlets, for the use of the Contractor's maintenance personnel at the time maintenance is being performed. These facilities shall be within a reasonable distance of the equipment to be serviced and shall be provided at no charge to the Contractor.

Subject to the PSAP's security regulations, the Contractor shall have full and free access to the equipment to provide service thereon. If persons other than Contractor representatives have performed maintenance or repair of equipment, and, as a result, further repair by Contractor is required, such further repairs will be made at Contractor's then applicable time and material rates, as shown on the Price List.

The PSAP shall maintain records and documentation associated with contractor performance.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes \_\_\_\_\_ No \_\_\_\_\_*

#### 6.4.9.15 Maintenance Charges (M)

The monthly charges described in the Price List include all maintenance costs, and neither the PSAP nor the State 9-1-1 Office will pay additional maintenance charges unless specifically set forth in this MPA.

There will be no charge for travel expense associated with maintenance service except specific situations as stated in Sections **Error! Reference source not found.**, Repairs Made by the PSAP, or **Error! Reference source not found.**, Service Under Warranty and Maintenance.

The CA 9-1-1 Division agrees to reimburse the PSAP an amount based on the price list for monthly maintenance. The PSAP will pay the Contractor for maintenance and for all requested moves, adds and changes to the system at Contractor's applicable time and material rates as shown in the Price List. The PSAP will also pay, at Contractor's applicable time and material rates, for repair of damage, replacement of parts (due to other than normal wear) or repetitive service calls that are proven to be caused by the use of non-Contractor approved supplies.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.16 Engineering Changes (M)

Engineering changes, determined applicable by the Contractor, will be controlled and installed by the Contractor on equipment covered by this MPA. The PSAP may elect to have only mandatory changes, as determined by the Contractor, installed on equipment so designated. A written notice of this election must be provided to the Contractor for written confirmation. There shall be no charge for engineering changes made. Any Contractor initiated change shall be implemented at a time mutually agreeable to the PSAP and the Contractor. The Contractor shall have the right to charge, at the Price List rates, for time required due to non-installation of applicable engineering changes after the Contractor has made reasonable effort to secure time to implement such changes.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.17 Alterations and Attachments (M)

With the written consent of the Contractor, such consent not to be unreasonably withheld, the PSAP may make alterations or install attachments to the equipment at the PSAP's expense if, in the Contractor's opinion, no safety hazard is thereby created. The PSAP shall assume full liability for any damages and/or degradation of equipment performance attributable to such alteration or attachment.

If the alteration or attachment interferes with the normal and satisfactory maintenance of any of the equipment in such a manner as to render maintenance impractical, the PSAP will, upon notice from the Contractor to that effect, remove the alteration or attachment and restore the equipment to its normal condition within ten (10) working days.

If an inspection by the Contractor is required to determine if the equipment or system remains practical to maintain or that no safety hazard has been created, the PSAP shall be so notified and a mutually agreeable inspection date will be scheduled. Charges for such inspection shall be paid by the PSAP, at the applicable rates from the Price List.

Repair of damage or increase in the Contractor's service personnel time attributable to the alteration or attachment will be billed to the PSAP at the Contractor's applicable time and material rates from the Price List.

Any reprogramming agreed to by the Contractor that is required to accommodate such alterations and/or attachments shall be implemented at the PSAP's expense.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.9.18 Replacement Parts (M)

Contractor shall maintain an inventory of critical spare components and parts necessary to keep the systems running properly for all PSAPs to which the Contractor is responsible for providing support under this MPA. The spare components and parts shall be maintained in storage facilities that are located close enough to meet the Time to Repair objectives of the Service Level Objectives for Major and Minor Failures described in Section 6.4.11.2, Technical Service Level Agreements.

The spare components and parts inventory shall include, at a minimum, power supplies, system boards, hard drives, UPS devices, computer monitors, computer keyboards, computer fans, and similar equipment. All replacement components and parts shall be available to authorized Contractor repair personnel on a 24-hour basis, seven days a week, and 365 days a year.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.4.10 CONTRACTORS' REPORTING REQUIREMENTS

#### 6.4.10.1 Contractor's Monthly Activity Report (M)

Each month, Contractors shall provide the CA 9-1-1 Division and the Procurement Official with a detailed report of the status of transactions made under this MPA and the status of trouble reports, including Service Level Agreement compliance. The State reserves the right to require the Contractor to modify the format and content of these reports no more than two times during the MPA term at no cost.

The Contractor's Monthly Activity Report shall include the fields listed below and shall be provided in the format provided as Exhibit 6-D, Contractor's Monthly Activity Report.

- a) PSAP Name – Name of the PSAP that has been funded for the transaction.
- b) CA 9-1-1 Division Authorization Number – The Authorization Number provided by the CA 9-1-1 Division for the transaction.
- c) Status of the Installation – Reflects the status of the order at the end of the reporting period and shall include one of the following status descriptions: Order Received, Delivered, Installed, Certificate of Readiness delivered, Acceptance Testing in progress, Accepted Awaiting Payment, or Payment Received.
- d) Scheduled Acceptance Start Date – The Acceptance Start Date as reflected on the Statement of Work that has been approved by the CA 9-1-1 Division.
- e) Actual Acceptance Date – The date that the System Acceptance and Authorization Checklist is signed by an authorized representative of the PSAP.
- f) Order Value – The dollar amount of the Statement of Work as approved by the CA 9-1-1 Division.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.10.2 Contractor's Monthly Service Level Agreement Compliance Report (M)

All Service Level Agreements (SLA) will be *self reporting* on the part of the Contractor. The Contractor will rebate rights and remedies on the first bill round which occurs after 60 days of the outage.

The Monthly Service Level Agreement Compliance Report shall be provided in the format provided in Exhibit 6-E. Contractors shall submit a monthly report to the CA 9-1-1 Division no more than 30 calendar days following the end of the reporting month that reflects the status of all Service Level Agreement (SLA) objectives that were not met during the previous month, including the rights and remedies.

The source data for the "Provisioning" section of the report will be the Contractor's Monthly CPE Activity Report. The source for the data included in the "Time to Repair" sections of the report will be the Contractor's ongoing Trouble Ticket Reporting Log (Section 6.4.7).

The report shall list all trouble tickets that were open during the reported month, including tickets not qualifying for SLA remedy. This report shall show what SLA rights and remedies were applied to each ticket number, when applicable.

The Monthly Service Level Agreement Compliance Report shall include the following detail: report period, Contractor's trouble ticket number, PSAP name, service type, brief trouble symptom, brief restoration description, ticket open date, open time, problem resolution date, problem resolution time, total stop clock duration, outage duration, Yes/No if qualified for SLA, the applicable SLA, and the right and remedies applied to each ticket when applicable.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.11 SERVICE LEVEL AGREEMENTS (SLAs)

##### 6.4.11.1 Intent of the Service Level Agreements (M)

The intent of this section is to provide the PSAPs, CA 9-1-1 Division, and the Contractors with requirements that define and assist in the management of the Service Level Agreements (SLAs). This section defines performance objectives, the measurement processes, and the associated rights and remedies.

Rights and remedies that become due from the Contractor resulting from missed SLA objectives will be paid to the CA 9-1-1 Division within sixty (60) calendar days of the end of the affected month.

## 6.4.11.2 Technical Service Level Agreements (M)

Service Level	Definition	Measurement	Objective	Rights and Remedies
<b>System Readiness:</b> Hardware Software	System readiness includes new installations, adds, moves, and changes ready for acceptance testing by the PSAP on or before the agreed to scheduled system readiness date.	System readiness dates are mutually agreed to by the PSAP and the Contractor in the Statement of Work provided with each Purchase Order.	Certificate of system readiness submitted by the Contractor on or before the due date cited in the Purchase Order.	<b>Immediate Rights and Remedies:</b> 50% of the implementation charge when implementation charges are broken out or 10% of total bundled charges (excluding sales tax) when implementation charges are bundled with equipment, training, and/or additional services  <b>Monthly Rights and Remedies:</b> If 95% of monthly implementation dates are not met: Remaining 50% of implementation charge, when implementation charges are broken out or An additional 10% of total bundled charges (excluding sales tax) when implementation charges are bundled with equipment, training, and/or additional services

Service Level	Definition	Measurement	Objective	Rights and Remedies
<b>Time to Repair Major Failure</b>	Following Acceptance, the time to repair a Major Failure begins when the Contractor's customer support center is notified of the failure either through notification by the PSAP or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log (Section 6.4.7) and will include the time from initial notification to the time that the PSAP has confirmed failure resolution.	Each Major Failure will be resolved within four (4) hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	<p><b>Immediate Rights and Remedies:</b></p> <p>Each occurrence of a failure to meet this SLA objective shall result in a twenty-five percent (25%) rebate of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.</p> <p>Excessive outage (more than twelve (12) hours from the notification of the failure to PSAP confirmation of failure resolution) shall result in a rebate of 100% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.</p>

Service Level	Definition	Measurement	Objective	Rights and Remedies
<b>Time to Repair Minor Failure</b>	Following Acceptance, the time to repair a Minor Failure begins when the Contractor's customer support center is notified of the failure either through notification by the PSAP or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log (Section 6.4.7) and will include the time from initial notification to the time that the PSAP has confirmed failure resolution.	Each Minor Failure will be resolved within eight (8) hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	<p><b>Immediate Rights and Remedies:</b></p> <p>Each occurrence of a failure to meet this SLA objective shall result in a fifteen percent (15%) rebate of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.</p> <p>Excessive outage (more than twelve (12) hours from the notification of the failure to PSAP confirmation of failure resolution) shall result in a rebate of 100% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.</p>

Service Level	Definition	Measurement	Objective	Rights and Remedies
<b>Time to Repair Quality of Service Failure</b>	Following Acceptance, the time to repair a <b>Quality of Service</b> Failure begins when the Contractor's customer support center is notified of the failure either through notification by the PSAP or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log (Section 6.4.7) and will include the time from initial notification the time that the PSAP has confirmed failure resolution.	Each <b>Quality of Service</b> Failure will be resolved within forty-eight (48) hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	<b>Immediate Rights and Remedies:</b>  Each occurrence of a failure to meet the SLA objective shall result in a ten percent (10%) rebate of the recurring monthly system maintenance fee <b>or the projected monthly system maintenance fee during the warranty period</b> of the affected PSAP.  Excessive outage (more than 240 hours from the notification of the failure) to PSAP confirmation of failure resolution) shall result in a rebate of 50% of the recurring monthly system maintenance <b>fee or the projected monthly system maintenance fee during the warranty period</b> of the affected PSAP.

Service Level	Definition	Measurement	Objective	Rights and Remedies
<b>Availability</b>	Following Acceptance, service availability includes the scheduled uptime for all system components and functionality for each item described in Exhibit 6-C, System Acceptance and Authorization Checklist.	Monthly uptime percentage is calculated by dividing the total uptime hours by the total hours available in the month for each component or functionality. Stop clock provisions apply.	Monthly uptime shall be greater than ninety-nine point nine percent (99.9%).	<p><b>Monthly Rights and Remedies:</b></p> <p>Twenty percent (20%) of the recurring monthly system maintenance fee or the projected monthly system maintenance fee of the affective PSAP if the monthly objective is not met. Each successive month that the monthly objective is not met will result in an increase in the remedy of an additional twenty percent (20%) over the previous month, not to exceed sixty percent (60%).</p> <p>Additionally, if the Contractor fails to achieve the uptime objective three (3) months in a row or five (5) months in any twelve month period, the PSAP may terminate the maintenance agreement with thirty (30) calendar days notice and engage the services of an alternative Contractor with no early termination charges to the State or the PSAP.</p>

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_No\_\_\_*

## 6.4.11.3 Administrative Service Level Agreements (M)

<b>Service Level</b>	<b>Definition</b>	<b>Measurement</b>	<b>Objective</b>	<b>Rights and Remedies</b>
<b>Reporting Requirement</b> Monthly Activity Report Service Level Agreements Compliance Report	Contractors shall provide the reports required by this MPA for each month of activity during the term of the Contract.	Calendar days.	Contractors shall deliver accurate and complete reports no more than thirty (30) calendar days following the end of the applicable reporting month.	Each occurrence of a failure to meet the objective shall result in a fifty dollar (\$50) rebate for each business day that the report is not delivered after the objective.
<b>SLA Remedy Delivery</b>	Timely payment of remedies due to the State for missed SLA objectives.	Calendar days	Contractor's check shall be issued no more than sixty (60) calendar days following the end of the month in which the SLA remedies applied.	Each occurrence of an SLA remedy (check) that is not issued within sixty (60) calendar days following the end of the month in which the remedy applied will result in an additional fifty dollar (\$50) payment for each business day that the check is not issued.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes \_\_\_\_\_ No \_\_\_\_\_*

## 6.4.11.4 Stop Clock Conditions (M)

Stop Clock Conditions include the following:

- Periods when a restoration or testing effort is delayed at the specific request of the PSAP. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the PSAP during the applicable Stop Clock period.
- Time after a service has been restored, but the PSAP requests ticket be kept open for observation. If the service is later determined by the PSAP to not have been restored, the Stop Clock shall continue until the time the PSAP notifies the Contractor that the service has not been restored.
- Time after a service has been restored, but the PSAP is not available to verify that the service is working. If the service is later determined by the PSAP to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the PSAP that Contractor believes the service has been restored and the time the PSAP notifies the Contractor that the service has not been restored.
- Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or affiliates.
- Trouble caused by a power problem outside of the responsibility of the Contractor after the initial fifteen (15) minutes.
- Lack of building entrance facilities or conduit structure that are the PSAP's responsibility to provide
- PSAPs failure to prepare the site in accordance with the Contractor's site readiness requirements.
- The following contact/access problems, provided that Contractor makes reasonable efforts to contact the PSAP during the applicable stop clock period:
  - Access necessary to correct the problem is not available because access has not been arranged by site contact or the PSAP representative.
  - Site contact refuses access to technician who displays proper identification.
  - Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify the PSAP of the improper contact information and takes reasonable steps to obtain the correct information.
  - Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.

- If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
- Any problem or delay to the extent caused by PSAP's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to PSAP staff to correct the problem or delay.
- PSAP applications that interfere with repair of the trouble.
- Failure of the trouble ticket originator or responsible party to return a call from Contractor's technician for on line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
- An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be considered a stop clock condition.
- Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including cable cuts not caused by the Contractor. Contractor's affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services, or facilities to be provided under this Contract.
- Force Majeure events, as defined in the terms and conditions of the Contract.
- If equipment failure is caused by alterations or attachments not furnished, approved or maintained by the Contractor.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.4.12 DISPUTE RESOLUTION PROCESS

Disputes shall be resolved in accordance with the process described in GSPD-401T, Section 41 Disputes, General Provisions – Information Technology.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

## **6.5 BASIC TURNKEY CONFIGURATIONS**

Bidders shall provide pricing in Exhibit 7-A for the Basic Turnkey Configurations that include the features and functionality listed below. Bidders' pricing will be the maximum amount charged for the Basic Turnkey Configurations sold under the resulting MPA. Following award of the MPA, Contractors' proposed pricing for any given solution shall include the Basic Turnkey Configuration pricing and additional equipment, software or services required by the PSAP from the Contractor's Itemized Price List (Exhibit 7-B).

### **6.5.1 BASIC TURNKEY CONFIGURATION COMPONENTS (M)**

Basic Turnkey Configurations are defined as the 9-1-1 call processing system that includes all of the equipment, software, configuration and staging, installation, wiring, all materials, training and one year parts and labor warranty required to provide the features and functionality described below. All computers, monitors and printers must be Energy Star compliant.

#### **6.5.1.1 Intelligent Workstation**

Each Intelligent Workstation will include the following:

##### **1. Central Processing Units (CPUs)**

- Desktop or tower form factor to allow for expansion/upgrades
- Dual core processor, running at minimum 2.8 GHz; with minimum 4M cache
- Minimum four (4) GB RAM (for 32 bit operating system)
- Discrete graphics card/video adapter with minimum 256 MB non-shared vRAM
- Video adapter with at least two (2) multiple monitor digital connections (DP or DVI)
- Discreet audio card to meet audio specifications in Section 6.2.1.4
- Four (4) USB-2.0 connectors on back of CPU
- Two (2) USB-2.0 connectors on front of CPU

2. 19" LCD Monitor (Section 6.2.3.5)
3. Mouse (Section 6.2.3.3)
4. Standard Keyboard (Section 6.2.3.2)
5. Programmable Auxiliary Keypad Dialer
6. Phone set (Only if necessary for computer telephony integration)
7. Keyboard Arbitrator (Section 6.2.3.4)
8. Instant Recall Recorder (Section 6.3.3.16)
9. Uninterruptible Power Supply (UPS) for intelligent workstations (fifteen (15) minutes) (Section 6.2.2.3)
10. Automatic TDD/TTY capability

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.5.1.2 System Requirements

The Basic Turnkey Configuration system will include the following:

1. Call processing unit that meets the following requirements:
  - Section 6.2.2, System Physical Requirements;
  - Section 6.2.4, Interconnectivity;
  - Section 6.2.5, Security;
  - Section 6.3.1, System Features;
  - Section 6.3.2, Call and System Detail Records;
  - Section 6.3.3, System Functionality; and,
  - Section 6.3.7, Telephone Functionality.

2. Two (2) UPSs capable of providing backup power to all Contractor supplied backroom equipment for fifteen (15) minutes (one is redundant).
3. Interface to accommodate one (1) enhanced CAMA trunk for each Intelligent Workstation.
4. Interface to accommodate two (2) Centrex/1MB Administrative Lines, with Caller ID for each Intelligent Workstation.
5. Capability for third party contractor to collect real time Call Detail Record Data via a dial-up connection (Section 6.3.2).
6. Cabling from local telephone service provider demarcation point at the PSAP to Bidder's backroom equipment.
7. Cabling from backroom equipment to all Intelligent Workstations (up to 500').
8. Dynamic ANI/ALI output interface to PSAP provided for CAD, GIS and MIS.
9. Training for five (5) Telecommunicators and one (1) Supervisor for each Intelligent Workstation.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.5.1.3 Basic Turnkey Configuration Warranty (M)

One (1) year parts and labor warranty for all equipment, software, features and functionality provided for the Basic Turnkey Configuration.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.5.1.4 Contract Performance Requirements (M)

The Contractor's performance obligations associated with each Basic Turnkey Configuration installation includes all of the mandatory requirements in Section 6.4, MPA Performance.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

## 6.6 HOSTED CONFIGURATIONS (D)

State seeks hosted solutions from participating Bidders where 9-1-1 call taking functionality is shared with remote PSAPs. Any proposed hosted solution shall meet the minimum functional requirements of a Basic Turnkey configuration as well as the requirements below.

Bidders proposing hosted solutions shall provide pricing in Exhibit 7-D Hosted Configurations that include the features and functionality listed below. Bidders' pricing will be the maximum amount charged for the Hosted Configuration sold under the resulting MPA. Following award of the MPA, Contractors' proposed pricing for hosted solutions shall include the Basic Turnkey Configuration pricing and additional equipment, software or services required by the PSAP from the Contractor's Itemized Price List (Exhibit 7-B)

Since this requirement is defined as "Desirable", Bidders should remember that the State will evaluate the proposed desirable solution to determine if it is appropriate to include on the MPA at the price structure proposed by the Bidder. **Bidders are reminded that responses to Desirable requirements will be included in the MPA solely at the discretion of the State.**

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

### 6.6.1 HOSTED CONFIGURATION DESCRIPTION (D)

In a hosted configuration the backroom equipment is installed at a location other than the PSAP and the call taking positions are installed at PSAP locations separate from the backroom equipment. The hosted configuration shall have redundant hosts with zero downtime. In case of failure between the primary controller equipment and remote sites/positions, the backup host shall provide the same functionality. In the hosted configuration, Bidder's commit to the basic turnkey system SLAs provided in Section 6.4.11. The figure below depicts a typical hosted configuration.

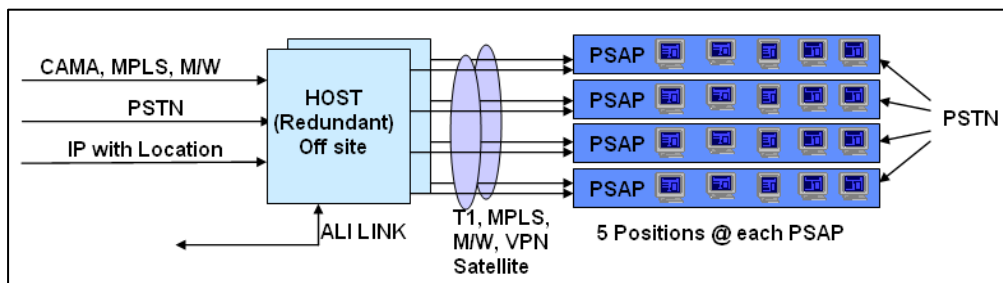


Figure 6-1 – Hosted Configuration

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2 HOSTED CONFIGURATION MINIMUM REQUIREMENTS (D)

Hosted Configurations shall meet all the Mandatory technical requirements described in Sections 6.2 (General System Requirements) and Section 6.3 (Features and Functionality) as well as each of the requirements listed below.

##### 6.6.2.1 Time Synchronization

Time shall be maintained accurate at the controller location as well as each remote position. The time shall be consistent and always available for any call taking position as well as the call and system data. Ethernet standard time shall also be available for CAD, Radio, and Logging at the remote site.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

##### 6.6.2.2 LAN and WAN Connections

The system shall be capable to connect to the remote positions by T1, MPLS, Satellite, and VPN. The system shall detect and compensate for any echo and latency at the remote positions.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.3 Call Routing in the Event of a Network Failure

In the event of a total remote interconnection failure, the call shall be routed to another call taking position within the hosted configuration.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.4 Receiving Calls with Location Information

The system shall be capable of receiving a NG911 call with the location information included as well as traditional E911 calls by obtaining the location with the ALI link and handling PSTN calls.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.5 Firewalls

Firewalls **may** be installed at host and remote locations.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.6 Remote Logon

Telecommunicators shall be able to log in at any remote location and have their PSAP configuration appear on the workstation. All functionality shall be available for any telecommunicator to log onto any position, if allowed by the system administrator.

At a remote position, telecommunicators shall be able to log on to the system and be operational within 60 seconds.

Telecommunicators at remote positions shall be capable of using laptop computers.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.7 Call Detail Records

Call detail records shall be made available from each remote site for collection by the State's call data collection service (ECaTS).

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.8 Call Overflow

Call overflow conditions and delivery to other authorized remote positions shall be available within 60 seconds.

Call overflow shall be configurable for each remote PSAP as well as each call taking position.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

#### 6.6.2.9 Trunk Side Recording

Each remote position shall be able to receive trunk side recording immediately after the call as well as during the call similar to instant recall recorder functionality. Trunk side recording shall also be made available to each remote PSAP within the system.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

## 6.6.2.10 Configuration Capacities

**Bidders shall describe below the maximum number of trunks, positions, speed dials, and other capabilities their proposed systems will provide.**

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

***Description of configuration capacities:***

**6.7 UNSOLICITED 9-1-1 CALL TAKING SOLUTIONS IN A NG911 ENVIRONMENT (D)**

The CA 9-1-1 Division is currently deploying an IP network for 9-1-1 in the northeast corner of the state. Deployment of a statewide IP network will continue over the next few years. In the meantime, the State would like to leverage the new network and emerging 9-1-1 call taking solutions to improve efficiencies and consolidate facilities where it is economical and appropriate.

Therefore, the State seeks unique solutions from participating Bidders that will satisfy the NENA 08-003 technical standard (NENA i3 Solution). Since this standard has not yet been formally published by NENA, Bidders to this solicitation are invited to propose desirable solutions that are over and above the mandatory requirements detailed above and that will be compliant with the i3 standard within six (6) months of acceptance of the standard by the State of California, meet the minimum requirements of a baseline turnkey system (where applicable), and must be interoperable with legacy 9-1-1 call taking solutions.

*Bidder understands and agrees to meet or exceed all of the Requirements as stated above? Yes\_\_\_\_\_No\_\_\_\_\_*

**EXHIBIT 6-A**  
**REQUIRED CDR ELEMENTS**

The following CDR elements must be provided by the Contractor's 9-1-1 CPE no more than six (6) seconds following the completion of the call (trunk release):

1. Sequential Number
2. PSAP Name
3. FCC ID Code
4. Date – The date of the CDR MM/DD/YYYY.
5. Trunk Seized Time - The time the trunk or line was seized.
6. Trunk Identification – The trunk or line identifier the call came in on.
7. Answering Position ID - The workstation position identifier where the call is directed.
8. Ring Time Start - The time the call is presented to the call taker, including the answering position ID.
9. Answer Time - The time the call was answered, either by an automated or live attendant, or it is abandoned, including the answering position ID.
10. Abandoned Call Indicator - An indicator (Yes or No) as to whether or not the call was abandoned.
11. Abandoned Time – The time the call was abandoned by the caller if it was abandoned before it was answered.
12. Call on Hold – Each time call was placed on hold, including the answering position ID.
13. Call off Hold – Each time call was taken off of hold, including the answering position ID.
14. TDD Call - An indicator (Yes or No) as to whether or not the call was placed using a TDD device.
15. Call Transfer Time - Time call was transferred to another PSAP.
16. Transfer PSAP - PSAP name or number that the call was transferred to.
17. Disconnect Time – Time the call was disconnected, including the answering position ID.
18. Standard ALI data -The complete standard ALI information returned by the 9-1-1 database in the specific locations as defined in the statewide format. This is most applicable to any call where the ALI query is re-bid.
19. Trunk Release Time - The time the trunk or line was released.
20. Hourly Controller Time Stamp - The controller shall provide a time stamp at least every hour so the remote data collection service will know if the controller is still operating and be synced with the master clock in the form HH:MM:SS.
21. 9-1-1 call taking systems that include Automatic Call Distributor (ACD) shall include the following CDR data elements:
  - a. Queue Time Start – The time the call is presented to the ACD.
  - b. Queue Time End – The time the call leaves the ACD and is presented to the answering position.

**EXHIBIT 6-B****SAMPLE STATEMENT OF WORK FORMAT**

The sample Statement of Work (SOW) provided below is preferred by the CA 9-1-1 Division. Based upon past experience, this format provides all of the required information in a format that is most expeditiously processed by the CA 9-1-1 Division.

**A. Cover Page (should include the following)**

1. Contractor Name
2. PSAP Name
3. Project name (like Ferndale Police Department System Upgrade)

**B. Table of Contents**

1. Include all of the major categories and subcategories

**C. Body****1. Overview**

- a. An overall statement about the purpose of the SOW and scope of the project.
- b. A list of the equipment, software and maintenance to be provided, by category (workstation, back room, MIS, etc.) including quantities, individual prices and extended prices.
- c. A description of the existing equipment that will be reused
- d. A description of the equipment that is to be provided by the PSAP
- e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project.
- f. Any other general issues.

**2. Design**

- a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element.
- b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring down lines, remote maintenance lines, and any other network connections that will be configured in the system.
- c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis.
- d. Integration requirements to other equipment such as CAD, radio, and clock syncing equipment.
- e. Building modifications that the PSAP will have to make to accommodate the new or updated system.

3. Change Requests
  - a. A description of how changes to the SOW will be managed by the PSAP and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.
4. Acceptance Testing
  - a. A description of the acceptance testing process that is consistent with the MSA requirements including the System Acceptance and Authorization Checklist.
  - b. A description of how adds, moves and changes are handled once Acceptance has been signed off by the authorized PSAP representative.
5. Names of Responsible Parties and Contact Information
  - a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Division.
6. Responsibilities
  - a. Contractor's responsibilities.
  - b. PSAP responsibilities including a pre-installation checklist.
  - c. CA 9-1-1 Division responsibilities
7. Revised PSAP Profile (with a copy to the ECaTS contractor).
8. Installation Schedule
  - a. List of key dates beginning with the funding approval date from the CA 9-1-1 Division.
  - b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
9. Warranty Provisions
  - a. Acknowledgement of the terms of the warranty provisions of the MSA (one year parts and labor on all equipment sold under the MSA)
10. Maintenance Plan
  - a. On-site and remote maintenance processes.
  - b. Description of how preventive maintenance will be provided.
  - c. Description of how remedial maintenance will be provided, including response times for major and minor outages.
  - d. Description of the minimum level of technical expertise that the maintenance technicians will have.
  - e. Contact numbers to report trouble and the hours of availability for the contact center.
  - f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.
11. Training
  - a. A Training Plan that includes the following:

- b. A description of the training that will be provided to the PSAP management staff, call takers and PSAP technical support personnel.
- c. Description of the user manuals that will be provided by the Contractor.
- d. Description of the technical service manuals that will be provided by the Contractor.

12. SOW Approval

- a. A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.

13. Appendices

i. Site Certification Document

The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system.

ii. Floor Plan

Diagrams of the room where the workstations will be installed and the telephone facilities room at the PSAP.

iii. Pricing and Terms

A copy of the detailed quote from the Contractor for the project that includes specific part numbers from the MSA, quantities, and maintenance costs.

iv. Forms

Samples of the forms that will be used for the project such as change request forms, issue communications forms and any other applicable forms.

v. Systems Acceptance and Authorization Checklist

A copy of the System Acceptance and Authorization Checklist (Exhibit 6-C) to be completed and signed by the authorized PSAP representative upon acceptance. The executed form will be provided to the CA 9-1-1 Division as documentation of system acceptance and beginning of the warranty period for the system.

**EXHIBIT 6-C****SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST**

The attached System Acceptance and Authorization Checklist will be used to validate that all of the equipment, software and functionality has been provided by the Contractor, is properly installed and operates in accordance with the terms and conditions of this MPA.

### SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST

This document shall be used by the PSAP to validate that the purchased 9-1-1 system (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative. Each item should be validated against the referenced MPA RFP Requirement. The MPA RFP Requirements can be downloaded from the CA 9-1-1 Division website at:

<http://www.cio.ca.gov/PSCD/911/pdf/Section6-TechnicalRequirements.pdf>

MPA RFP Requirement Number	Requirement	PSAP Initial
<b>Audio</b>		
6.2.1.4	Audio Quality	
6.2.1.5	Acoustic Noise	
6.2.1.6	Crosstalk	
<b>System Physical Requirements</b>		
6.2.2.2	Electrical Requirements	
6.2.2.3	Uninterruptable Power Supply	
6.2.2.4	Multiple Lines/Workstation Requirement	
<b>Intelligent Workstation Physical Requirements</b>		
6.2.3.1	User Volume Controls	
6.2.3.2	Keyboard	
6.2.3.3	Mouse	
6.2.3.4	Keyboard Arbitrator	
6.2.3.5	Monitor	
<b>Interconnectivity</b>		
6.2.4.1	System Connections	
6.2.4.2	Wireless Connections	
6.2.4.3	Local Exchange Carrier (LEC) Network Connections	
6.2.4.4	Cabling	
6.2.4.5	Interface to Existing Equipment	
6.2.4.6	Remote Data Transfer Interface	
6.2.4.7	Additional LCD Monitor Interface	
6.2.4.8	Trunk and Line Interfaces	
6.2.4.9	Logging Recorder Interface	
6.2.4.10	Local Maintenance Terminal Interface	
<b>System Features</b>		
6.3.1.1	ALI Controller	
6.3.1.2	ANI/ALI Display	
6.3.1.3	Dynamic ANI/ALI Output	
6.3.1.4	ALI Error Reporting	
6.3.1.5	Abandoned Call Detail	
6.3.1.6	Internal Time Synchronization	
6.3.1.7	External Source Time Synchronization	
6.3.1.8	Caller I.D.	
6.3.1.9	Wireless ALI – FCC 94-102 – Phase I and Phase II	
6.3.1.10	Voice over Internet Protocol (VoIP) Capability	

6.3.1.11	Complete Call Progress Detection	
Call and System Detail Records		
6.3.2.1	Call Detail Record (CDR) Format	
6.3.2.2	Remote CDR Collection Services	
6.3.2.3	System Detail Records	
System Functionality		
6.3.3.1	Flash Transfer	
6.3.3.2	Conferencing	
6.3.3.3	Distinctive Ringing	
6.3.3.4	Call Queuing	
6.3.3.5	Last Stored Number Redial	
6.3.3.6	Abandoned Call Redial	
6.3.3.7	Automatic Callback	
6.3.3.8	Pre-Arrival ALI	
6.3.3.9	Incoming Call Display	
6.3.3.10	Speed Dial	
6.3.3.11	Voice Transfer	
6.3.3.12	Ring Volume	
6.3.3.13	Transmit Mute	
6.3.3.14	Release	
6.3.3.15	Radio System Interface	
6.3.3.16	Integrated Voice Recording (Instant Recall Recorder)	
6.3.3.17	Telecommunications Device for the Deaf (TDD/TTY)	
Intelligent Work Station Telephone (IWS) Functionality ( <i>Verify on each IWS</i> )		
6.3.7.a	Hold	
6.3.7.b	Dial	
6.3.7.c	Re-dial	
6.3.7.d	Release	
6.3.7.e	Transfer	
6.3.7.f	Conference	
6.3.7.g	Speed Dial	
6.3.7.h	ALI Request	
6.3.7.i	ANI/ALI display (separate display is allowed)	
6.3.7.j	Four (4) line appearances or more	
6.3.7.k	Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set	
6.3.7.l	Headset/handset interface	
6.3.7.m	Volume control for inbound audio signal for headset/handset	
6.3.7.n	Volume control for outbound signal and sidetone for headset/handset	
6.3.7.o	Call status indication (ringing, answered or both)	

Minor Discrepancies:

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Tracking #: \_\_\_\_\_

Approved TD-288 Amount: \$\_\_\_\_\_

*As the authorized representative of:*\_\_\_\_\_  
(PSAP name),

*I hereby acknowledge receipt, installation and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.*

AUTHORIZED BY:

\_\_\_\_\_  
Signature\_\_\_\_\_  
Date\_\_\_\_\_  
Printed/Typed Name\_\_\_\_\_  
Title**IMMEDIATELY AFTER ACCEPTANCE:**

Submit the original TD-284, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Division

**EXHIBIT 6-D**  
**CONTRACTOR'S MONTHLY ACTIVITY REPORT**

*Contractor's Name*

*Contact Name*  
*Contact Telephone Number*  
*Contact e-mail address*  
*Reporting Month/Year*

PSAP Name	9-1-1 Office Tracking number	Status of Installation <sup>1</sup>	Scheduled Acceptance Start Date <sup>2</sup>	Actual Acceptance Date <sup>3</sup>	Order Value <sup>4</sup>	DVBE Participation	Notes

<sup>1</sup> Status of Installation shall reflect the status of the order at the end of the reporting period and shall include one of the following status descriptions: Order Received, Delivered, Installed, Certificate of Readiness delivered, Acceptance Testing in progress, Accepted Awaiting Payment, or Payment Received.

<sup>2</sup> Mutually agreed upon date between Contractor and PSAP that the system acceptance period of 240 continuous hours can begin in accordance with Section 16.4.4.1.

<sup>3</sup> Date that the 9-1-1 System Acceptance form is signed by the PSAP responsible party.

<sup>4</sup> The dollar value of the transaction as approved by the CA 9-1-1 Division.

**EXHIBIT 6-E****CONTRACTOR'S MONTHLY SERVICE LEVEL AGREEMENT COMPLIANCE REPORT***Contractor's Name**Contact Name  
Contact Telephone Number  
Contact e-mail address  
Reporting Month/Year***Provisioning Service Level Agreements**

PSAP Name	9-1-1 Office Tracking number	Scheduled Acceptance Start Date	Actual Acceptance Date	Rights and Remedies		

**Time to Repair and Availability Service Level Agreements**

PSAP Name	Trouble Ticket Number	Equipment Type	Type of Failure	Brief Restoration Description	Alarm/Ticket Open Date and Time	Problem Resolution Date and Time	Total Stop Clock Duration	Outage Duration	Applicable SLA	Rights and Remedies

**Administrative Service Level Agreements**

Requirement	Scheduled Due Date	Actual Delivery Date	Applicable Remedy
Monthly Activity Report			
SLA Compliance Report			
SLA Remedy Delivery			